

# EMERGENCY OPERATIONS PLAN



2021

CITY OF  
**VENTURA**  
EMERGENCY SERVICES

**Emergency Operations Center (EOC)**

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## INTRODUCTION

### Acknowledgements

The City of Ventura's Emergency Response plan is the result of departments within the City pulling together a comprehensive plan to address emergencies. The following documents were used as reference information in putting this plan together:

- Federal Emergency Management Agency
- Federal Emergency Management Agency: Guide for All-Hazard Emergency Operations Planning
- OES: "Local Government Emergency Planning Guidance"
- California Governor's Office of Emergency Services: Standardized Emergency Management System
- City of San Buenaventura Emergency Operations Plan, 2013
- City of Ventura General Plan, August 2005 (under revision)

The recommendations and suggestions included in this plan are intended to improve emergency preparedness, response, and recovery, and standardize the emergency management system requirements presented in Title 19 of the California Code of Regulations and the National Incident Management System. This Emergency Operations Plan does not guarantee the safety of any individual, structure, or organization in a disaster. The City of Ventura assumes no liability for deaths, injuries, or property damage resulting from a disaster.

### Foreword

This Emergency Operations Plan (EOP) addresses the City of San Buenaventura's planned response to significant emergencies. The plan does not address routine day-to-day emergencies. Instead, the operational concepts reflected in this plan focus on large-scale disasters that exceed the City of Ventura's resources and require an emergency response.

This plan is designed to be read, understood, and exercised before an emergency. It is designed to include the City of San Buenaventura as part of the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

Each element of the emergency management organization is responsible for assuring the preparation and maintenance of appropriate and current Standard Operating Procedures (SOPs) resource lists and checklists that detail how assigned responsibilities are performed to support implementation of the EOP and to ensure an effective response during a disaster. Such SOPs should include the specific emergency authorities that designated officials and their successors can assume during emergencies.

### Assumptions

- The City of San Buenaventura is primarily responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, minimize property damage, and protect the environment.

- The City of San Buenaventura utilizes the precepts of the Incident Command System (ICS), SEMS, and NIMS in emergency response operations.
- The Director of Disaster Services, City Manager, will coordinate the City's disaster response in conformance with its Emergency Services Ordinance (Municipal Code Section 2.370.050).
- The City of San Buenaventura will support and be supported by the Ventura County Operational Area.
- The City of San Buenaventura's resources will be made available to local agencies and citizens to cope with disasters affecting the area.
- The City will commit its resources to a reasonable degree before requesting mutual aid assistance.
- Mutual aid assistance will be requested when disaster relief requirements exceed the City's ability to meet them.

### Emergency Management Goals

- Provide effective life safety measures
- Provide a structure for the response
- Protect the environment.
- Provide for the rapid recovery of impacted businesses and community services.
- Provide accurate documentation and records required for cost recovery efforts.

### Organization of the Plan

- **Part One** - Basic Plan. Overall organizational and operational concepts relative to response and recovery, and an overview of identified/potential hazards.
- **Part Two** - Emergency Response Organization Functions. Description of the emergency response organization and emergency action checklists and reference material.
- **Annexes** – Specific Plans that augment the EOP, i.e., Evacuation Plan, Tsunami Response Plan, and Public Information Officer's Plan.
- **Appendix** – A restricted-use document - contains the emergency/disaster organization's notification numbers, other essential numbers, and secure and sensitive information. To maintain up-to-date information, the appendices shall be updated independently of the body of the plan and are considered confidential documents.

### Activation of the Plan

- On the order of the City Manager as designated by the City of San Buenaventura Municipal Code, Chapter 2.370, provided that the existence or threatened existence of a Local Emergency has been proclaimed in accordance with the ordinance.
- When the Governor has proclaimed a State of Emergency, which includes this jurisdiction.
- Automatically on the proclamation of a State of War Emergency as defined in California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- When there has been a Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning or the observation of a nuclear detonation.

## Approval and Promulgation

This plan will be reviewed by all departments/agencies assigned a primary function in the Emergency Operations Center Organizational Matrix (Part Two, Chart 1). Upon completion of the review and written concurrence by these departments/agencies, the EOP will be submitted to the California Office of Emergency Services (Cal OES) for review and then to the City Council for review and approval. Upon concurrence by the City Council, the plan will be officially adopted and promulgated.

## Maintenance of the EOP

The Emergency Services Manager is responsible for coordination and scheduling of training and exercising of this plan. The City of Ventura will conduct regular exercises of this plan to train all necessary City staff in the proper response to disaster situations.

The EOP will be reviewed annually to ensure that plan elements are valid and current. Each responsible department or agency will review and upgrade its portion of the EOP and/or modify its SOP/EOP as required based on identified deficiencies experienced in drills, exercises, or actual occurrences. Changes in government structure and emergency response organizations will also be considered in the EOP revisions. The Emergency Services Manager is responsible for making revisions to the EOP that will enhance response and recovery operations. Emergency Services Manager will prepare, coordinate, publish and distribute any necessary changes to the plan to all City departments and other agencies as shown on the distribution list on page 8 of this EOP.

Legal Counsel to the City of Ventura will also review documents that provide the legal basis for emergency planning to ensure conformance to SEMS and NIMS requirements and modify as necessary.

## Letter of Promulgation

TO: OFFICIALS, EMPLOYEES, AND CITIZENS OF CITY OF SAN BUENAVENTURA

The preservation of life and property is an inherent responsibility of local, state, and federal governments. The City of San Buenaventura has prepared this Emergency Operations Plan (EOP) to ensure the most effective allocation of resources for the maximum benefit and protection of the population during the emergency.

While no plan can prevent death and destruction, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies, general procedures, and provides for coordination of planning efforts of the various emergency staff utilizing the Standardized Emergency Management System (SEMS)/National Incident Management System (NIMS). This plan supersedes all previous City of San Buenaventura Emergency Operations Plans.

This plan aims to incorporate and coordinate all the facilities and personnel of the City into an efficient organization capable of responding to an emergency.

This Emergency Operations Plan is an extension of the California Emergency Plan. It will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The City Council gives its full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in emergencies or disasters within the City of San Buenaventura.

This EOP will become effective on approval by the City Council.

**Adopted on May 10, 2021.**

## Record of Revisions

Change #	Date	Summary of Change	Page Numbers	Entered By
001	1-13-21	Comprehensive content edits	1-404	Daniel Wall
002	1-25-21	Executive team review/approval		Daniel Wall
003	2-10-21	Graphics/Templates applied		Peter Graves

## Distribution List

Departments/Agencies Receiving Copies of the EOP:	# Copies
California Office of Emergency Services, Southern Region (Digital copy)	1
Ventura County Operational Area - Ventura County Sheriff's OES	1
Mayor and City Council	7
City Manager (Director of Disaster Services)	1
Emergency Services Manager	1
City Attorney	1
Police Department	1
EOC	6
Public Works Department	1
Ventura Water	1
Community Development Department	1
County Health Officer	1
Finance & Technology Department	1
Human Resources Department	1
Department of Parks, Recreation & Community Partnerships	1
Fire Department	2
Ventura Unified School District	1
Cal OES	1
Ventura County OES	1
EOC POTENTIAL STAFF MEMBERS (Electronic Copy)	32



## Department/Agency Concurrence

DEPARTMENT	TITLE	CONTACT NAME
City Manager	City Manager	Alex McIntyre
City Attorney	City Attorney	Gregory Diaz
Fire Department	Fire Chief	David Endaya
Police Department	Police Chief	Darin Schindler
Public Works	Director	Phillip Nelson
Ventura Water	General Manager	Susan Rungren
Parks & Recreation	Director	Nancy O'Conner
Community Development	Director	Peter Gilli
Human Resources	Director	Danielle Keys
Risk Management	Risk Manager	Lisa Oland
Finance & Technology	Interim Director	Michael Coon
Ventura County Sheriff's Office of Emergency Services	Assistant Director	Patrick Maynard
American Red Cross Ventura County	Disaster Services	Scott O'Connell
California Office of Emergency Services	Emergency Services Coordinator	Jenny Novak

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## SECTION ONE - OVERVIEW

### Purpose

The Plan addresses the City's response to emergencies associated with natural disasters and technological incidents. It provides an overview of operational concepts, identifies components of the City's emergency management organization within the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and describes the overall responsibilities of the federal, state, local entities for protecting life and property and assuring the overall wellbeing of the population.

### Scope

This Emergency Operations Plan (EOP):

- Defines the scope of preparedness and incident management activities
- Describes the organizational structures, roles, and responsibilities, policies, and protocols for providing emergency support
- Facilitates response and short-term recovery activities
- Is flexible enough for use in all emergencies/disasters
- Describes the purpose, situation, and assumptions, the concept of operations, organization and assignment of responsibilities, administration and logistics, plan development and maintenance and authorities and references
- Pre-designates City representatives to functional positions within the City's emergency management organization
- Includes pre-incident and post-incident public awareness, education and communications plans and protocols

### Concept of Operations

During emergencies or disasters, operations involve a full spectrum of activities from a minor incident, to a major earthquake, to a nuclear detonation. There are several similarities in operational concepts for emergencies. Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the population and implement mitigation measures designed to reduce loss of life and property damage. Other emergencies occur with little or no warning, requiring immediate activation of the emergency operations plan and commitment of resources. All departments must be prepared to respond promptly and effectively to any foreseeable emergency, including providing and utilizing mutual aid (see Part One - Section Six- Mutual Aid).

Emergency management activities are often associated with the four emergency management phases indicated below. However, not every disaster necessarily includes all indicated phases.

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## Preparedness Phase

The preparedness phase involves activities engaged in advance of an emergency. These activities develop operational capabilities and effective responses to a disaster. These actions might include mitigation activities, emergency/disaster planning, training and exercises, and public education. Those identified in this plan as having either a primary or support mission relative to response and recovery should prepare Standard Operating Procedures (SOPs) and checklists detailing personnel assignments, policies, notification rosters, and resource lists. Personnel should be acquainted with these SOPs and checklists through periodic training in the activation procedures.

### Increased Readiness

Increased readiness actions will be initiated by the receipt of a warning or the observation that an emergency is imminent or likely to occur soon. Actions to be accomplished include, but are not necessarily limited to:

- Review and update emergency plans, SOPs, and resources listings
- Dissemination of accurate and timely emergency public information
- Accelerated training of permanent and auxiliary staff
- Inspection of critical facilities
- Recruitment of additional staff and Disaster Services Workers
- Mobilization of resources
- Testing warning and communications systems

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## Response Phase

### Pre-Emergency

When a disaster is inevitable, actions are precautionary and emphasize the protection of life. Typical responses might be:

- Evacuation of threatened populations to safe areas
- Advising threatened populations of the emergency and apprising them of safety measures to be implemented
- Notify the Ventura County Operational Area of the emergency
- Identifying the need for mutual aid and requesting through the Ventura County Operational Area
- Proclamation of a Local Emergency by local authorities.

### Emergency Response

During this phase, the emphasis is placed on saving lives and property, controlling the situation, and minimizing the effects of the disaster. Immediate response is accomplished within the affected area by local government agencies and segments of the private sector.

One of the following conditions will apply to the City during this phase:

- The situation can be controlled without mutual aid assistance
- Evacuation of portions of the City is required due to uncontrollable immediate and ensuing threats
- Mutual aid from outside the City is required
- The City is either minimally impacted or not impacted at all and is requested to provide mutual aid to other jurisdictions.

The emergency management organization will give priority to the following operations:

- Dissemination of accurate and timely emergency public information and warning to the public
- Situation analysis
- Resource allocation and control
- Evacuation and rescue operations
- Care and shelter operations
- Access and perimeter control
- Public health operations
- Restoration of vital services and utilities

When local resources are completely committed and additional resources are required, mutual aid requests will be initiated through the Ventura County Operational Area. Any action which involves financial outlay by the jurisdiction, or a request for military assistance, must be authorized by the appropriate local official.

Depending on the severity of the emergency, a Local Emergency may be proclaimed, the local Emergency Operating Center (EOC) may be activated, and Ventura County Operational Area will be advised. The Director of the California Office of Emergency Services (Cal OES) may request a gubernatorial proclamation of a State of Emergency. Should a State of Emergency be proclaimed, state agencies will, to the extent possible, respond to requests for assistance. These activities will be coordinated with the Cal OES Director.

Cal OES may also activate the State Operations Center (SOC) in Sacramento to support Cal OES Regions, state agencies, and other entities in the affected areas and to ensure the effectiveness of the state's SEMS. The State Regional EOC (REOC) in Los Alamitos, or an alternate location, will support the Ventura County Operational Area.

If the Governor requests and receives a Presidential declaration of an Emergency or a Major Disaster under Public Law 93288, he will appoint a State Coordinating Officer (SCO). The SCO and an appointed Federal Coordinating Officer (FCO) will coordinate and control state and federal recovery efforts in supporting local operations. The REOC will coordinate all emergency response efforts and initial recovery support.

## Sustained Emergency

In addition to continuing life, property, and environment protection operations, the following activities will be initiated: mass care, relocation, registration of displaced persons, and damage assessment operations.

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## Recovery Phase

As soon as possible, the Director of OES, operating through the VCSO representatives of the American Red Cross, to coordinate the implementation of assistance programs and establish support priorities. Local Assistance Centers (LACs) or telephonic centers may also be established, providing a "one-stop" service to initiate the process of receiving federal, state, and local recovery assistance.

The recovery period has primary objectives that may overlap, including:

- Reinstatement of family autonomy
- Provision of essential public services
- Permanent restoration of private and public property
- Identification of residual hazards
- Plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts

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## Mitigation Phase<sup>1</sup>

Mitigation includes activities that provide a critical foundation in the effort to reduce the loss of life and property from natural and/or man-made disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities.<sup>2</sup> Mitigation seeks to break the cycle of disaster damage, reconstruction, and repeated damage. Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Mitigation tools include:

- Local ordinances and statutes (zoning ordinance, building codes and enforcement, etc.)
- Structural measures
- Tax levy or abatements
- Public information and community relations
- Land use planning
- Professional training

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## Public Awareness and Education

The public's response to any emergency/disaster is based on an understanding of the nature of the emergency/disaster, the potential hazards, the likely response of emergency services, and what individuals and groups should do to increase their chances of survival and recovery.

Pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies and receive an adequate level of planning. These programs must be coordinated among local, state, and federal officials to ensure their contribution to emergency preparedness and response operations. The City of San Buenaventura has a public awareness and education program that includes public preparedness training and presentations to the community and building the City's Community Emergency Response Team (CERT). Emergency Public Information procedures are addressed in Part Two, Management Section Support Documentation.

### ADA Requirements

Emergency preparedness and response programs must be made accessible to people with disabilities or access and functional needs and is required by the Americans with Disabilities Act or 1990 (ADA). Disabilities would include but not be limited to mobility, vision, hearing, cognitive disorders, mental illnesses and language barriers.

Included in the City's planning efforts for those with disabilities are:

- Notification and warning procedures
- Evacuation considerations
- Emergency transportation issues
- Sheltering requirements
- Accessibility to medications, refrigeration and back-up power
- Accessibility to mobility devices or service animals while in transit or at shelter
- Accessibility to information

Refer to Part Two, Operations Supporting Documentation, Access and Functional Needs Considerations for additional issues.

### Disaster Animal Care Considerations

The PETS Act (Pets Evacuation and Transportation Standards Act of 2006) directs that state and local emergency preparedness plans to address the needs of people with pets and service animals after a major disaster, including the rescue, care and sheltering of animals. The needs of animals during a disaster have been incorporated into this plan, especially in the areas of transportation and care and shelter activities.

### Training and Exercises

The City's emergency management staff will conduct regular training and exercising of city staff in the use of this plan and other specific training as required for compliance with both SEMS and NIMS. The Emergency Services Manager is responsible for coordinating, scheduling and documenting the training and exercises

The objective is to train and educate public officials, emergency/disaster response personnel and volunteers. Both training and exercises are important components to prepare personnel for managing disaster response operations.

Training includes classroom instruction and drills. All staff who may participate in emergency response in the EOC, in department operating centers, or at the field level must receive appropriate SEMS/NIMS/ICS training.

Regular exercises are necessary to maintain the readiness of operational procedures. Exercises provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities and systems that will be used in a disaster. Annual exercises are required by both SEMS and NIMS. There are several forms of exercises:

- **Tabletop exercises** designed to evaluate policy, plans and procedures and resolve coordination and responsibilities. Such exercises are a good way to see if policies and procedures exist to handle certain issues.
- **Functional exercises** usually take place in the EOC and simulate an emergency in the most realistic manner possible, without field activities. They are used to test or evaluate the capabilities of one or more functions, such as evacuation, communications, public information or overall city response.
- **Full-scale exercises** simulate an actual emergency, typically involving personnel in both the field and EOC levels and are designed to evaluate operational capabilities.

The City uses the Homeland Security Exercise Evaluation Program (HSEEP) building block concept in the development of its exercise program. Exercises are planned in a cycle that increases in complexity to train and strengthen EOC personnel to specific target capabilities.

## Alerting and Warning

Warning is the process of alerting governmental forces and the general public to the threat of imminent extraordinary danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government.

Success in saving lives and property depends on the timely dissemination of warning and emergency information to persons in threatened areas. Local government is responsible for warning the populace of the jurisdiction. The City will utilize various modes to alert and warn the community.

Special attention will be paid to those population groups that may need additional alerting and warning assistance, i.e. hard of hearing, hearing and visually impaired. The various systems are described and the "Emergency Conditions and Warning Actions" through which these systems may be accessed is in Part Two, Management Section Support Documentation.



**SECTION TWO - STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)****GENERAL**

The Standardized Emergency Management System (SEMS) has been adopted by the City of San Buenaventura to manage a response to multi-agency and multi-jurisdiction emergencies and to facilitate communications and coordination between all levels of the system and among all responding agencies. SEMS (Government Code Section 8607(a)) incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area Concept, and multi-agency or inter-agency coordination. Local governments must use SEMS to be eligible for funding of their personnel-related costs under state disaster assistance programs.

The National Incident Management System (NIMS) was adopted by the State of California and is integrated into the existing SEMS. NIMS is further discussed in **Part One, Section Three**.

SEMS consists of five levels: field response, local government, operational areas (countywide), Cal OES Mutual Aid Regions, and state government.

**Field Response**

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of the Incident Command System (ICS) at the field response level of an incident. The ICS field functions are command, operations, planning/intelligence, logistics, and finance/administration.

**Local Government Response**

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their emergency operations center is activated or a local emergency is proclaimed in order to be eligible for state funding of response-related personnel costs. Local governmental levels shall provide the following functions: management, operations, planning/intelligence, logistics, and finance/administration. Local jurisdictions are responsible for the overall direction of personnel and equipment provided for emergency operations through mutual aid (Government Code Section 8618). Additional details relative to the organization and responsibilities of the SEMS elements at each of the levels are provided in **Part Two, Management Section**.

Cities are responsible for emergency response within their boundaries, although some cities contract for some municipal services from other agencies.

Special districts are primarily responsible in emergencies for the restoration of services that they usually provide. They may also be responsible for the safety of people at their facilities or on their property and for warning of hazards from their facilities or operations. Some special districts may assist other local governments in the emergency response.

All local governments are responsible for coordinating with other local governments, the field response level, and the operational area. Local governments are also responsible for providing mutual aid within their capabilities.

## Operational Area

Under SEMS, the operational area is defined in the Emergency Services Act as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within the county area. Political subdivisions include cities, a city and county, counties, district or other local governmental agency, or public agency as authorized by law. The operational area is responsible for:

- Coordinating information, resources and priorities among local governments within the operational area,
- Coordinating information, resources and priorities between the regional level and the local government level, and
- Using multi-agency or inter-agency coordination to facilitate decisions for overall operational area level emergency response activities.

SEMS regulations specify that all local governments within a county geographic area be organized into a single operational area and that the county board of supervisors is responsible for its establishment. On November 21, 1995, the Ventura County Board of Supervisors adopted a formal resolution establishing the Ventura County Operational Area. The Ventura County Sheriff's Office of Emergency Services is the lead agency for the Ventura County Operational Area which includes the City of Ventura.

When the Ventura County Operational Area EOC is activated, the Sheriff of Ventura County, designated by County Ordinance, is the Operational Area Coordinator and has the overall responsibility for coordinating and supporting emergency/disaster operations within the County. The Operational Area is the focal point for information sharing and support requests by cities within the County. The Operational Area Coordinator and supporting staff constitutes the Operational Area Emergency Management Staff. The Operational Area Staff submits all requests for support that cannot be obtained within the County, and other relevant information, to Cal OES Southern Region, Mutual Aid Region I.

The Ventura County Sheriff's EOC will fulfill the role of the Operational Area EOC. Activation of the Operational Area EOC during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

1. A local government within the operational area has activated its EOC and requested activation of the operational area EOC to support their emergency operations.
2. Two or more cities within the operational area have proclaimed a local emergency.
3. The county and one or more cities have proclaimed a local emergency.
4. A city, city and county, or county has requested a governor's proclamation of a state of emergency, as defined in the Government Code Section 8558(b).
5. A state of emergency is proclaimed by the governor for the county or two or more cities within the operational area.

6. The operational area requests resources from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.
7. The operational area has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

## Regional

Because of its size and geography, the state has been divided into six mutual aid regions. The purpose of a mutual aid region is to provide for the more effective application and coordination of mutual aid and other emergency-related activities.

Cal OES has also established three Administrative Regions (Coastal, Inland, and Southern). These Administrative Regions are how Cal OES maintains day-to-day contact with emergency services organizations at local, county, and private sector organizations.

In SEMS, the regional level manages and coordinates information and resources among operational areas within the mutual aid region and between the operational areas and the state level. The regional level also coordinates overall state agency support for emergency response activities within the region.

The City of San Buenaventura is within Cal OES's Southern Administrative Region and Region 1 mutual aid region (Region 1A for law enforcement mutual aid).

## State

The state-level of SEMS manages state resources in response to the emergency needs of the other levels and coordinates mutual aid among the mutual aid regions and between the regional level and state level. The state-level also serves as the coordination and communication link between the state and the federal disaster response system.

## Federal

### **Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA)**

DHS/FEMA serves as the primary federal government contact during disasters and national security emergencies. In a disaster, different federal agencies may be involved in the response and recovery operations. Federal disaster assistance is organized under the concept of the Emergency Support Functions (ESFs) as defined in the National Response Framework. All contact with DHS/FEMA and other federal agencies must be made through the Operational Area during the response phase. During the recovery phase, there may be direct city contact with DHS/FEMA and other federal agencies.

## SEMS REQUIREMENTS

The City of San Buenaventura will comply with SEMS regulations in order to be eligible for state funding of response-related personnel costs and will:

1. Use SEMS when
  - A local emergency is proclaimed, or
  - The City EOC is activated.
2. Establish coordination and communications with Incident Commanders either
  - Through departmental operating centers (DOCs) to the EOC, when activated, or
  - Directly to the EOC, when activated.
3. Use existing mutual aid systems for coordinating fire and law enforcement resources.
4. Establish coordination and communications between the City of San Buenaventura's EOC when activated, and any state or local emergency response agency having jurisdiction at an incident within the city's boundaries.
5. Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities.

## RESPONSIBILITIES UNDER SEMS

The development of SEMS will be a cooperative effort of all departments and agencies within the City of San Buenaventura with an emergency response role. The City's Emergency Services Manager has the lead staff responsibility for emergency management compliance with responsibilities for:

- Communicating information within the City of San Buenaventura on emergency management requirements and guidelines.
- Coordinating SEMS development among departments and agencies.
- Incorporating SEMS into the City of San Buenaventura's EOP and procedures.
- Incorporating SEMS into the City of San Buenaventura's emergency ordinances, agreements, memorandum of understandings, etc.
- Identification of special districts that operate or provide services within the boundaries of the City of San Buenaventura. The emergency role of these special districts should be determined, and provisions made for coordination during emergencies.
- Identification of local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination in emergencies.

The City of San Buenaventura will participate in the Ventura County Operational Area organization and system for coordination and communication within the operational area.

All city staff who may participate in emergencies in the EOC, department operations centers (DOCs), or at the field level must receive appropriate SEMS training as required by SEMS regulations. New personnel should be trained as they are hired.

In addition to the training, the City ensures that EOC staff regularly participates in emergency management exercises to improve preparedness, response, and recovery activities.

## SEMS EOC ORGANIZATION

SEMS regulations require local governments to provide for five functions: management, operations, planning/intelligence, logistics and finance/administration. These functions are the basis for structuring the EOC organization.

- **Management:** Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
- **Operations:** Responsible for coordinating all city operations in support of the emergency response through implementation of the City's EOC Action Plan
- **Planning/Intelligence:** Responsible for collecting, evaluating and disseminating information; developing the EOC Action Plan and After-Action/Corrective Action Report in coordination with other functions; and maintaining documentation.
- **Logistics:** Responsible for providing facilities, services, personnel, equipment and materials.
- **Finance/Administration:** Responsible for financial activities and other administrative aspects.

The EOC organization should include representatives from special districts, volunteer agencies, and private agencies with significant response roles.

## MAJOR SEMS COMPONENTS

### Organization Flexibility - Modular Organization

The SEMS organization is modular and can be expanded or contracted as the situation develops. The types of activated functions and their relationship to one another will depend upon the size and nature of the incident. Only those functional elements that are required to meet current objectives will be activated. Those functions that are needed but not staffed will be the responsibility of the next higher element in the organization.

### Management of Personnel - Hierarchy of Command and Span-of-Control

Each activated function will have a person in charge of it, but a supervisor may be in charge of more than one functional element. Every individual will have a supervisor and each supervisor will generally be responsible for no more than seven employees, with the ideal span-of-control being one supervisor to ever five persons or units.

### Incident Action Plans

At local, operational area, regional and state levels, the use of Incident action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance. Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for emergency response or recovery efforts,
- Documentation of the priorities and objectives, the tasks and personnel assignments associated with meeting them.

The action planning process should include all EOC functions and other agency representatives, as needed. The Planning/Intelligence Section is responsible for coordinating the development of the action plan and for facilitation of action planning meetings.

Action plans are developed for a specified operational period which may range from a few hours to 24 hours. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable timeframe is then established for accomplishing those actions. The action plans need not be complex but should be sufficiently detailed to guide EOC elements in implementing the priority actions. Guidelines for developing action plans and example action plan formats are contained in **Part Two - Planning/Intelligence Support Documentation --Action Planning.**

## SEMS COORDINATION

### Multi-Agency or Inter-Agency Coordination at the Local Government Level

Emergency response is coordinated at the EOC through representatives from city departments and agencies, outside agencies, volunteer agencies and private organizations.

Multi-agency or inter-agency coordination is important for:

- Establishing priorities for response
- Allocating critical resources
- Developing strategies for handling multi-agency response problems
- Sharing information
- Facilitating communications

The City may participate with other local governments and agencies in a multi-agency coordination group organized by another local government.

### Coordination with the Field Response Level

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, the City of San Buenaventura's EOC may be activated to coordinate the overall response while the Incident Command System is used by field responders. Incident Commanders may report to department operations centers (DOCs) which in turn will coordinate with the EOC. If a DOC is not activated, the Incident Commanders may report directly to the EOC, usually to their counterpart in the Operations Section.

### Coordination with Ventura County Operational Area Level

Coordination and communications should be established between the City's EOC and the operational area. The communications links are telephone, satellite phone, radio, data and amateur radio, the Ventura County Auxiliary Communication Services (ACS) radio system, runner, etc.

Ventura County uses an Operational Area Inter Agency Coordinating Group concept when developing response and recovery operations. When and where possible, the County will include jurisdictional representatives in planning for jurisdictional support.

### Coordination with Special Districts

Special districts are defined as local governments in SEMS. The emergency response role of special districts is generally focused on normal services. During disasters, some types of special districts will be more extensively involved in the emergency response by assisting other local governments.

The City of San Buenaventura has various special districts but only a few that may have a shared role in an effective response and recovery to a disaster affecting the City:

- Casitas Municipal Water District – provides wholesale and retail water to most of the Ojai Valley, Ventura River Valley, and the western part of the City
- Gold Coast Transit - Owns, operates, manages, and maintains a public transit system and associated facilities, within all unincorporated areas of Ventura County, and the cities of Ojai, Oxnard, Port Hueneme, and Ventura
- Ventura Port District - Owns and operates the Ventura Harbor
- Ventura Unified School District – Serves the City of San Buenaventura by providing K through 12 public education through 15 elementary schools, 2 K-8 schools, 4 middle schools, 3 comprehensive high schools, 1 independent study high school and 1 continuation high school<sup>3</sup>

### Coordination with Volunteer and Private Agencies

City EOCs will generally be a focal point for coordination of response activities with many non-governmental agencies. The City of San Buenaventura's EOC will establish and practice communications with private and volunteer agencies providing services within the city. In Collaboration with the following groups: such as the American Red Cross, Community Emergency Response Team (CERT), and Auxiliary Communication Services (ACS).

Agencies that play key roles in the response should have representatives at the EOC. If an agency supports several functions and has only one representative at the EOC, the agency representative should be located at the liaison area. If an agency is supporting one function only, its representative may be located with that functional element. Some agencies may have several personnel participating in functional elements in the EOC. For example, American Red Cross personnel may be part of the staffing for the Care and Shelter element of the EOC.

Agencies that have countywide response roles and cannot respond to numerous city EOCs should be represented at the operational area level.

Cities served by many private and volunteer agencies may not be able to accommodate representatives in the EOC from all agencies that have important response roles. Cities should develop alternate means of communicating with these agencies when liaison representation is not practical.

Coordination with volunteer and private agencies that do not have representatives at the EOC may be accomplished through telecommunications, liaison with community councils that represent several agencies or involvement of agencies in special multi-agency groups on specific issues.

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## SECTION THREE - NATIONAL INCIDENT MANAGEMENT SYSTEM

In addition to SEMS, the City of San Buenaventura recognizes and has incorporated the National Incident Management System (NIMS) into the EOP, training, and exercises.

### NIMS COMPONENTS

#### Fundamental and Concepts

- **Flexibility** - NIMS components are adaptable to any situation, from planned special events to routine local incidents to incidents involving interstate mutual aid or Federal assistance. Some incidents need multiagency, multijurisdictional, and/or multidisciplinary coordination. Flexibility allows NIMS to be scalable and, therefore, applicable for incidents that vary widely in terms of hazard, geography, demographics, climate, cultural, and organizational authorities.
- **Standardization** - Standardization is essential to interoperability among multiple organizations in incident response. NIMS defines standard organizational structures that improve integration and connectivity among jurisdictions and organizations. NIMS defines standard practices that allow incident personnel to work together effectively and foster cohesion among the various organizations involved. NIMS also includes common terminology, which enables effective communication.
- **Unity of Effort** - Unity of effort means coordinating activities among various organizations to achieve common objectives. Unity of effort enables organizations with specific jurisdictional responsibilities to support each other while maintaining their authorities.

#### Resource Management

NIMS resource management guidance enables many organizational elements to collaborate and coordinate to systematically manage resources—personnel, teams, facilities, equipment, and supplies. Most jurisdictions or organizations do not own and maintain all the resources necessary to address all potential threats and hazards. Therefore, effective resource management includes leveraging each jurisdiction's resources, engaging private sector resources, involving volunteer organizations, and encouraging further development of mutual aid agreements.

This component includes three sections:

- **Resource Management Preparedness** - involves: identifying and typing resources; qualifying, certifying, and credentialing personnel; planning for resources; and acquiring, storing, and inventorying resources.
- **Resource Management During an Incident** - The resource management process during an incident includes standard methods to identify, order, mobilize, and track resources.
- **Mutual Aid** - Mutual aid involves sharing resources and services between jurisdictions or organizations. Mutual aid occurs routinely to meet the resource needs identified by the requesting organization.

## Command and Coordination

NIMS standard incident command structures are based on the following key organizational systems:

- **The ICS** - ICS is a standardized, on-scene, all-hazard incident management concept. Its organizational structure allows its users to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.
- **Emergency Operations Centers (EOC)** - EOCs are locations where staff from multiple agencies typically come together to address imminent threats and hazards and to provide coordinated support to incident command, on-scene personnel, and/or other EOCs. EOCs may be fixed locations, temporary facilities, or virtual structures with staff participating remotely.
- **Multi-Agency Coordination Group (MAC)** - Groups, sometimes called policy groups, are part of the off-site incident management structure of NIMS. MAC Groups consist of representatives from stakeholder agencies or organizations. They are established and organized to make cooperative multiagency decisions. MAC Groups act as policy-level bodies during incidents, supporting resource prioritization and allocation, and enabling decision making among elected and appointed officials and those responsible for managing the incident (e.g., the Incident Commander). In some instances, EOC staff also carry out this activity.
- **Joint Information System (JIS)** - JISs consist of the processes, procedures, and tools to enable communication to the public, incident personnel, the media, and other stakeholders.

## Communications and Information Management

The Communications and Information Management component describes systems and methods that help to ensure that incident personnel and other decision makers have the means and information they need to make and communicate decisions. The four key principles are: 1) Interoperability; 2) Reliability, Scalability, and Portability; 3) Resilience and Redundancy; and 4) Security.

- **Communications Management** – Includes communications management practices and considerations such as Standardized Communication Types, Policy and Planning, Agreements, Equipment Standards and Training to assist incident personnel from different disciplines, jurisdictions, organizations and agencies communicate with each other effectively during incidents.
- **Incident Information** - During an incident, personnel need timely and accurate information to make decisions. Incident Reports (Situation Reports and Status Reports) enhance situational awareness and help ensure that personnel have easier access to essential information. Incident Action Plans (IAPs) contain the incident objectives that the Incident Commander or Unified Command establishes and address tactics for the planned operational period, generally 12 to 24 hours. Personnel should collect data in a manner that observes standard data collection techniques and definitions, analyze the data, and share it through the appropriate channels.
- **Communications Standards and Formats** – NIMS requires the use of Common Terminology, Plain Language, Data Interoperability and the incorporation of technology (radio, telephone system, public warning and notification systems, hardware and software, Geographic Information Systems and Social Media) as a mechanism to offer increased situational awareness to jurisdictions involved in the incident and/or the public.

## SECTION FOUR - EMERGENCY MANAGEMENT ORGANIZATION

This section establishes policies and procedures and assigns responsibilities to ensure the effective management of emergency operations under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). This section also provides information on the City of San Buenaventura's emergency management structure and how the emergency management team is activated.

### CONCEPT OF OPERATIONS

City emergency/disaster response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency/disaster as outlined in the State of California Emergency Plan<sup>5</sup>.

Activation Level		Description	Staffing
4	<b>Normal Operations</b>	<ul style="list-style-type: none"> <li>Routine monitoring of situation</li> <li>No event or incident anticipated</li> </ul>	<ul style="list-style-type: none"> <li>Duty Officer only</li> </ul>
3	<b>Enhanced Operations</b>	<ul style="list-style-type: none"> <li>A situation or threat has developed that requires enhanced monitoring and coordination between jurisdictions or agencies</li> </ul>	<ul style="list-style-type: none"> <li>Duty Officer plus a few essential personnel focused on situational awareness</li> </ul>
2	<b>Partial Activation</b>	<ul style="list-style-type: none"> <li>A situation or threat has developed that requires coordination extending beyond the normal workday</li> </ul>	<ul style="list-style-type: none"> <li>EOC is partially staffed; limited or partial liaison support (based upon the needs of the incident)</li> </ul>
1	<b>Full Activation</b>	<ul style="list-style-type: none"> <li>Incident of such magnitude that it requires or may require extensive response and recovery efforts and significant resources</li> <li>A situation or threat has developed that requires 24/7 coordination, monitoring and support</li> </ul>	<ul style="list-style-type: none"> <li>All General Staff positions activated; including applicable liaison positions</li> <li>Operations being conducted on a 24-hour basis</li> </ul>

## ORGANIZATION AND RESPONSIBILITIES

The City of San Buenaventura's emergency management organization (including emergency response and recovery) will be directed by the City Manager, who serves as the Director of Disaster Services. The Director of Disaster Services is responsible to the City Council and Disaster Council per Chapter No. 2.370.050 of the City of San Buenaventura's Municipal Code. The Disaster Services Director is responsible for implementing the Emergency Operations Plan (EOP). While serving as the Director of Disaster Services during an actual emergency, this position will be referred to as the EOC Director.

The Director of Disaster Services/EOC Director is supported by the emergency management organization and has overall responsibility for:

- Organizing, staffing, and operating the Emergency Operations Center (EOC).
- Operating communications and warning systems.
- Providing information and guidance to the public.
- Maintaining information on the status of resources, services, and operations.
- Directing overall operations.
- Obtaining support for the City of San Buenaventura and providing support to other jurisdictions as required.
- Identifying and analyzing potential hazards and recommending appropriate countermeasures.
- Collecting, evaluating, and disseminating damage assessment and additional essential information.
- Providing status and other reports to the Ventura County Operational Area (Ventura County Sheriff's Department, Office of Emergency Services).

The City of San Buenaventura's Emergency Operations Center (EOC) Organizational Matrix is contained in **Chart 1**.

### **Ventura County Operational Area (See Chart 2)**

If the Ventura County Operational Area is activated, the Sheriff of Ventura County, designated by County Ordinance, will function as the Operational Area Coordinator and will have the overall responsibility for coordinating and supporting emergency operations within the County. The Operational Area will also be the focal point for information transfer and support requests by cities within the County. The Operational Area Coordinator and supporting staff will constitute the Operational Area Emergency Management Staff. The Operational Area staff will submit all requests for support that cannot be obtained within the county, and other relevant information, to Cal OES Mutual Aid Region I.

The City of Ventura requests all mutual aid (except fire and law) through the Ventura County Operational Area EOC. The Ventura County Operational Area then requests non-fire and law mutual aid through its regular channels (See Chart 3). Fire mutual aid and Law Enforcement mutual aid are coordinated through the designated Regional Fire and Law Enforcement Coordinators.

### Reporting to the Ventura County Operational Area

City reports and notifications are to be made to the Ventura County Operational Area via the Ventura County Sheriff's Office of Emergency Services. These reports and notifications include:

- Activation of the City EOC
- Proclamation of a Local Emergency (**See Local and State Proclamations in the Management Support Documentation**)
- Reconnaissance Reports
- City Status Reports
- Initial Damage Estimates
- Incident Reports
- Resource Requests

### Mutual Aid Region Emergency Management

The City of San Buenaventura is within Cal OES Mutual Aid Region I (Mutual Aid for law enforcement is Region 1A) and the CAL OES Southern Administrative Region. The primary mission of Southern Region's emergency management organization is to support Operational Area response and recovery operations and to coordinate non-law and non-fire Mutual Aid Regional response and recovery operations through the Regional EOC (REOC).

### State Emergency Management

The Governor, through Cal OES and its Mutual Aid Regions, will coordinate statewide operations to include the provision of mutual aid and other support to local jurisdictions and the redirection of essential supplies and other resources as required. The Cal OES Director or, assisted by State agency directors and their staffs and identified volunteer agency staff, will constitute the State emergency management staff.

The State of California Emergency Organization Chart is contained in **Chart 4**.

CHART 1 - EOC ORGANIZATIONAL MATRIX

P = Primary      S = Support

		City Clerk	City Council	City Managers Office	City Attorney	City Treasurer	Community Dev.	Finance & Technology	Fire Dept.	Human Resources	Police Dept.	Public Works	Parks, Rec & Comm	Ventura Water	Vent. Co. Agencies	Utilities	Special Districts	Volunteer Agencies	Hospitals/Clinics
MANAGEMENT	Multi Agency Coord Group	S	S	P	S		S	S	S	S	S	S		S					
	EOC. Director			P					S		S	S							
	Public Information Officer			P					S		S	S		S					
	Liaison Officer								P										
	Emergency Manager			P					S		S								
	Legal Advisor				P														
	Safety Officer									P									
	Security Officer										P								
	City Rep to County EOC				P														
OPERATIONS	Ops. Coordinator			S					P		P	P							
	Fire/Medical/Health Branch								P						S				
	Law Enforcement Branch										P				S				
	Care and Shelter Branch						P						S					S	
	Infrastructure Branch											P		S	S	S			
	Building and Safety Branch						P								S				
PLANNING	Plans/Intel. Coord.			S			P												
	Resources Unit						P												
	Situation Status Unit						P												
	Documentation Unit	P		S			S												
	Advance Planning Unit						P												
	Recovery Planning Unit						P	S											
	Demobilization Unit			P			S												
LOGISTICS	Logistics Coord.			S				S		P									
	Info. Systems Branch							P											
	Transportation Unit										S	P							
	Personnel Unit									P									
	Facilities Unit							P											
	Procurement/Purchasing Unit							P											
FINANCE	Finance Coord.			S				P											
	Cost Recovery Unit				S	S		P											
	Time Keeping Unit							P											
	Compensation/Claims Unit				S		P												
	Cost Analysis Unit							P											

## CHART 2 - OPERATIONAL AREA ORGANIZATION MATRIX

P = Principal Agency    S = Support Agency

Ventura County EOC Organization Matrix		Animal Services	Auditor	Assessor	BOS	CEO	Clerk/Recorder	Coroner	County Counsel	Fire	General Services	Harbor	Health Care Agency	Human Resources	Human Services. Agency	Info. Systems	Public Works	Purchasing	Resource Mgmt. Agency
MANAGEMENT	Policy				S	P			S										
	EOC. Dir.								S										
	Liaison Officer					P							S						
	P.I.O.					S				S									
	Legal Advisor								P										
	EOC Coordinator																		
	Safety Officer																		S
OPERATIONS	Security Officer										S								
	Ops. Coordinator									S			S				S		
	Fire/Haz Mat/Rescue									P									
	Law Enforcement							S											
	Infrastructure												S			S	P		
	Care & Shelter	P											S		P				
	Med./Pub. Hlth./Coroner Branch							P					P		S				
PLANNING	Bldg & Safety																		P
	Plans/Intel. Coord.						S			S	S		S		S				S
	Resources									S									
	Situation Status									S									
	Damage Assess									S									
	Documentation									S									
	Advance Planning									S									
LOGISTICS	Recovery Planning									S									
	GIS Unit									S						P			
	Demobilization									S									
	Logistics Coord.										P	S			S				
	Procurement																	S	P
	Personnel													P					
	Facilities										S								
FINANCE	Transportation										P								
	Info Systems															P			
	Finance Coord.		P								S			S					
	Purchasing																	P	S
	Comp./Claims																		
	Cost Recovery	S						S		S	S	S	S	S	S	S	S		S
RECOVERY	Time																		
	Cost Analysis																		
					S	P			S		S		S	S	S	S	S	S	S

CHART 3<sup>6</sup> - OPERATIONAL AREA COORDINATION

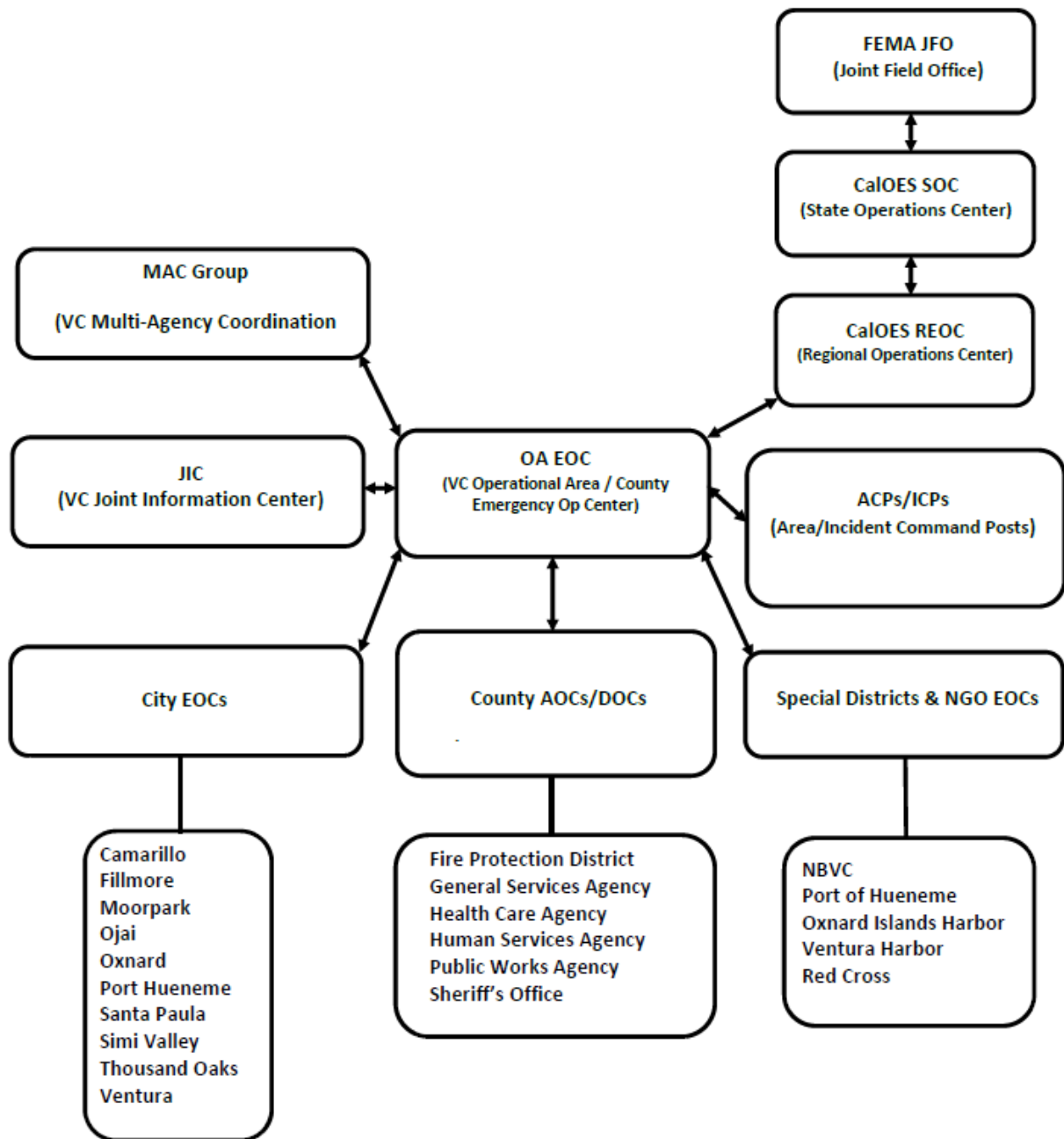
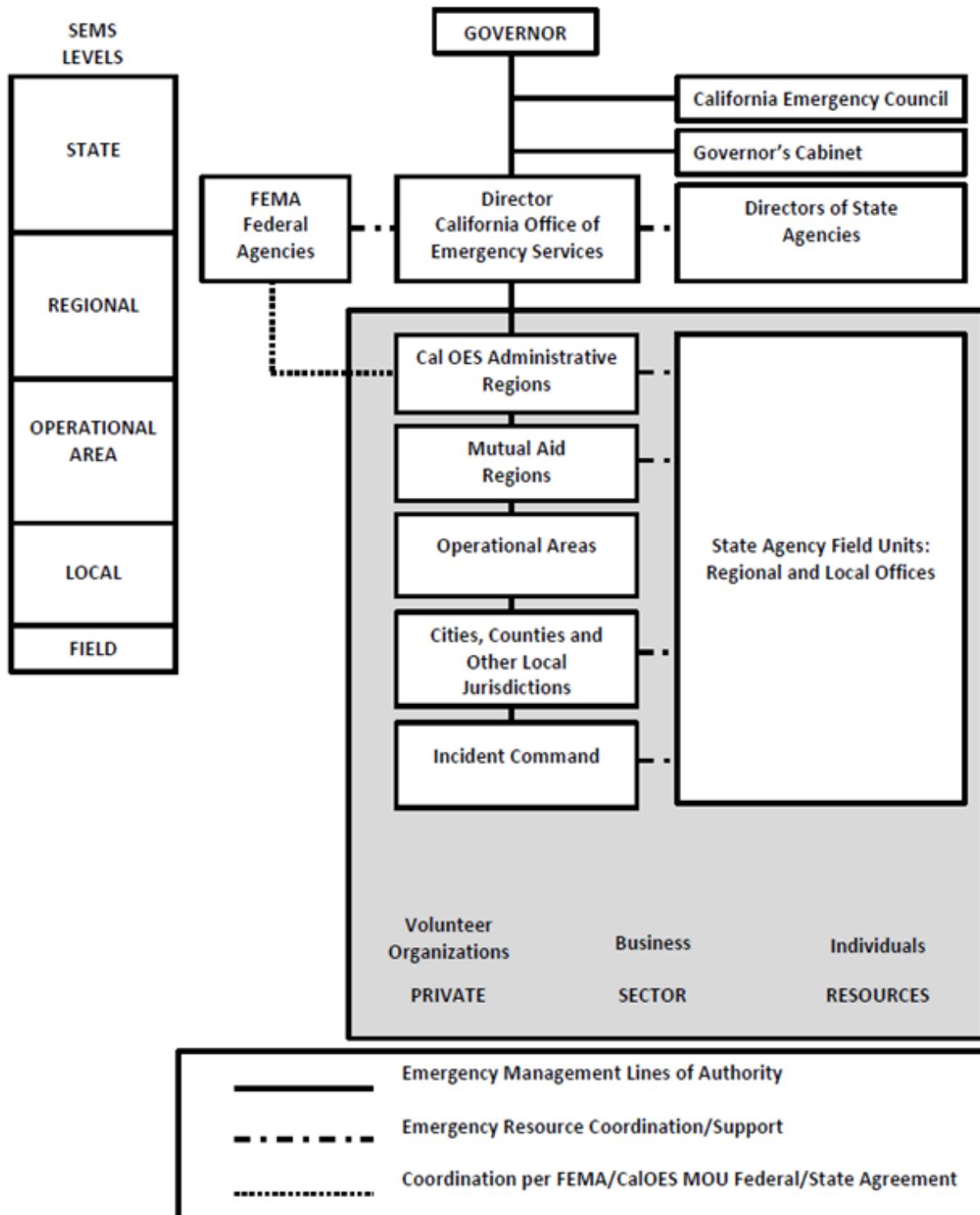




CHART 4 - STATE EMERGENCY ORGANIZATION



**CITY - EMERGENCY OPERATIONS CENTER (EOC)**

Day-to-day operations are conducted from departments and agencies that are widely dispersed throughout the City. An EOC is a location from which centralized emergency management can be performed during a major emergency or disaster. This centralized location facilitates a coordinated response by the Disaster Services Director, emergency management staff, and representatives from organizations who are assigned emergency management responsibilities. The level of EOC staffing will vary with the specific emergency.

An EOC provides a central location of authority and information and allows for face-to-face coordination among personnel who must make emergency decisions. The following functions are performed in the City of San Buenaventura's EOC:

- Managing and coordinating emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies and procedures.
- Collecting intelligence from, and disseminating information to, the various EOC representatives, and, as appropriate, to County and State agencies, military, and federal agencies.
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required.
- Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations.
- Continuing analysis and evaluation of all data pertaining to emergency operations.
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the emergency.
- Maintaining contact and coordination with support DOCs, other local government EOCs, and the Ventura County Operational Area.
- Providing emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences as necessary.

**Location and Description**

Due to the sensitive nature of the location of the EOC, this information regarding the primary and the alternate EOC is found in the Appendix of this plan, a confidential/security document.

**Description**

The EOC totals approximately 2,200 square feet. While not a dedicated EOC, this facility provides a working environment for the City's emergency response management team, and a centralized location for communications and information management critical to decision-making resource allocation. A diesel generator provides emergency power. The emergency fuel reserve is sufficient for 48 hours. Resupply of emergency fuel will be obtained through local distributors. Power will provide for lighting panels, selected wall circuits, telephones, and radios. On-site services include kitchens and bathrooms. Arrangement for food and sleeping accommodations will be made as needed.

The alternate EOC will be activated only when the primary EOC is damaged, inaccessible, and/or evacuation of EOC staff members becomes necessary. When the use of an alternate EOC becomes essential, those occupying the primary EOC will be asked to relocate to the alternate EOC site. If the primary EOC is unusable before its activation, staff members will be asked to report to the alternate EOC site. The Logistics Section will arrange for the relocation of EOC staff members to the alternate EOC. Direction and control authority will be transferred from the primary EOC to an alternate EOC when necessary by the EOC Director. All Section Coordinators will advise their emergency response field forces of the transition to the alternate EOC.

The operational capabilities of the alternate EOC are like those of the primary EOC.

Emergency power is provided by a diesel generator. Emergency fuel is enough for 48 hours. Resupply of fuel is obtained through local distributors. Power will provide for EOC room electrical operations, including wall circuits, lighting panels, telephones, radios, etc. On-site services include restrooms, locker rooms with showers, and kitchen areas.

All EOC supplies, including phones, laptops, reference manuals, and hard copies of display charts, boards, and materials, are kept in the EOC storage closet adjacent to the main EOC room. If necessary, all EOC equipment can be relocated to the alternate EOC.

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## Displays

Because the EOC's major purpose is accumulating and sharing information to ensure coordinated and timely emergency response, status boards for tracking emergency activities will be made available for use in both the primary and alternate EOCs. All EOC sections must maintain display devices so that other sections can quickly comprehend what actions have been taken, what resources are available, and to track the damage in the city resulting from the disaster. The Planning/Intelligence Section is responsible for coordinating display of information. All display charts, boards, and materials are stored in the storage room of the EOC.

At the onset of any disaster, a significant events log should also be compiled for the duration of the emergency. Key disaster related information will be recorded in the log; i.e., casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc. The posting of the significant events log is the responsibility of the Planning/Intelligence Section.

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## Communications

Communications are provided in the Public Safety Building and include Police Dispatch, telephones, cell phones, satellite phones, radios, VC Alert (reverse 9-1-1) and amateur radio communications provided by Auxiliary Communications Services (ACS). While Fire related incidents are initially received from the public in the Police Command Center (911 PSAP), Fire dispatch is provided through the Ventura County Fire Protection Dispatch Center in Camarillo. Communication facilities will be continuously staffed during emergencies, either by volunteers or city staff. The Logistics Section is responsible for communications.

## EOC ACTIVATION POLICY

The City EOC is activated when field response agencies need support, a citywide perspective is needed, or multi-departments need to coordinate. The EOC may be partially or fully staffed to meet the demands of the situation.

EOC set up procedures are contained in the **Appendix – EOC Set-Up Procedures (Restricted Use)**.

The Ventura County Operational Area should be notified when the City of Ventura's EOC is activated.

### When to Activate

- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City Departments over an extended period of time.
- On the order of the City Manager or designee, provided that the existence or threatened existence of a Local Emergency has been proclaimed
- When the Governor has proclaimed a State of Emergency in an area which includes the City of San Buenaventura;
- Automatically upon the proclamation of a "State of War Emergency" as defined by the California Emergency Services Act (**See Local and State Proclamations in the Management Support Documentation**);
- By a Presidential Declaration of a National Emergency;
- Automatically upon receipt of an attack warning or the observation of a nuclear detonation.
- Upon notification of an uncontrolled release or failure of Matilija, Casitas, Santa Felicia, Castaic, Pyramid or Bouquet Canyon Dam(s).

### Who can Activate

The following individuals, either acting as the EOC Director or on behalf of the EOC Director, or their appointed representatives (**as referenced in Part Two – Management - Continuity of Government Lines of Succession**) are authorized to activate the EOC:

- City Manager
- Fire Command Staff
- Police Command Staff

### How to Activate

- EOC Director or designee will direct the level of EOC Activation. (see Local Government EOC Staffing Guide)
- EOC Director or designee will designate personnel to set up the EOC.
- All available forms of communication will be utilized to notify affected EOC staff of the activation including but not limited to phone (VC Alert) and personal notification.
- During the notification the emergency/disaster situation will be described.

## Deactivation

Section Coordinators and the EOC Director will authorize EOC deactivation by position and function.

## EMPLOYEE RESPONSE

Ultimately, all employees must be prepared to report to the EOC if requested, provided they are physically able to do so (per Rule VII, Section 11 of the City of Ventura Personnel Rules and Regulations or as otherwise outlined in the Labor Memorandum of Understanding). If the telephone system has failed and no other means of communication is available, employees are encouraged to listen to the radio, as the City may utilize the designated Emergency Alert System (EAS) radio station for Ventura County (KVTM 1590 AM, KHAY 100.7 FM and KMLA 103.7 FM to broadcast information relative to City employees.

The City will utilize a telephonic system to quickly recall EOC personnel. The system dials home, work, cell, and texts until it reaches the person.

All city personnel need to realize as disaster service workers they may need to use good judgment and “self-activate” to your job site if the situation warrants and all means of communication is down.

## EOC STAFFING GUIDE

Event/Situation	Activation Level	Minimum Staffing
<ul style="list-style-type: none"> <li>Unusual occurrences or advance notice of possible events that may impact the health and safety of the public and/or environment. Heightened awareness is desired.</li> </ul>	<b>Alert</b>	Designated staff members. The EOC will not be activated.
<ul style="list-style-type: none"> <li>Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment</li> <li>Severe Weather Issuances (see Operations Support Documentation -NWS)</li> <li>Significant incidents involving 2 or more departments</li> <li>Earthquake Advisory/Prediction Level One</li> <li>Power outages and Stage 1 and 2 power emergencies.</li> </ul>	<b>Three</b>	EOC Director  Other Designees  <b>Note: May be limited to Department Operations Center activation.</b>
<ul style="list-style-type: none"> <li>Earthquake with damage reported</li> <li>Earthquake Advisory/Prediction Level Two or Three</li> <li>Major wind or rain storm</li> <li>Two or more large incidents involving 2 or more departments</li> <li>Wildfire affecting developed area</li> <li>Major scheduled event</li> <li>Severe hazardous materials incident involving large-scale or possible large-scale evacuations</li> <li>Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment</li> <li>Large scale power outages and Stage 3 power emergencies</li> </ul>	<b>Two</b>	EOC Director  Section Coordinators, Branches and Units as appropriate to situation  Liaison/Agency representatives as appropriate.  Public Information Officer
<ul style="list-style-type: none"> <li>Major city or regional emergency-multiple departments with heavy resource involvement</li> <li>Earthquake with damage in City or adjacent cities.</li> <li>Unusual occurrences with severe potential impacts on the health and safety of the public and/or environment</li> </ul>	<b>One</b>	All EOC positions

**SECTION FIVE - CONTINUITY OF GOVERNMENT (COG)****Purpose**

A major disaster or national security emergency could result in the death or injury of key government officials and/or the partial or complete destruction of established seats of government and public and private records essential to continued operations of government and industry. The government is responsible for providing continuity of effective leadership, authority, and adequate direction of emergency and recovery operations. The California Government Code Section 8643(b) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

**Responsibilities**

The government is responsible for providing continuity of effective leadership, authority, and adequate direction of emergency and recovery operations (preparedness, response, recovery, and mitigation). Under California's concept of mutual aid, local officials remain in control of their jurisdiction's emergency operations while other jurisdictions may provide additional resources upon request. A key aspect of this control is to be able to communicate official requests, situation reports, and emergency information during any disaster a community might face.

**Preservation of Local Government**

The California Government Code Section 8643(b) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

Article 15 of the California Emergency Services Act (CESA, Chapter 7 of Division 1 of Title 2 of the Government Code) provides the authority, and the procedures to be employed, to ensure the continued functioning of political subdivisions within the State of California. Generally, Article 15 permits the appointment of up to three standby officers for each member of the governing body and up to three standby officers for the chief executive, if not a member of the governing body. Article 15 provides for the succession of officers who head departments responsible for maintaining law and order or in furnishing public services relating to health and safety.

Article 15 also outlines procedures to assure continued functioning of political subdivisions if the governing body, including standby officers, is unavailable to serve.

The CESA provides for the preservation of city government in peacetime or national security emergency.

**Lines of Succession**

The first step in assuring government continuity is to have personnel who are authorized and prepared to carry out emergency actions for the government in the event of a natural, technological, or national security disaster.

## Governing Body

Article 15, Section 8638 of the CESA authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and the chief executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision other than that to which they are appointed. Standby officers take the same oath as regular officers and are designated Number 1, 2, or 3.

The City Council appoints a successor for the position of Disaster Services Director. The succession occurs:

- Should the Director be unavailable or unable to serve, the positions listed below, in order, shall act as the Director of Disaster Services.
- Should these positions be unavailable or unable to serve, the individuals who hold permanent appointments to the following positions in the city will automatically serve as acting director in the order shown. The individual who serves as acting director shall have the authority and powers of the Director and will serve until the Director is again able to serve or until a successor has been appointed by the City Council.

**First Alternate:** Fire Chief

**Second Alternate:** Police Chief

**Third Alternate:** Public Works Director

Notification of any successor changes shall be made through the established chain of command.

Article 15, Section 8637 of the CESA authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety. **(See Lines of Succession list for city departments at the end of this Section.)**

Article 15, Section 8644 of the CESA establishes a method for reconstituting the governing body. It authorizes that, should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:

- By the chairman of the board of the county in which the political subdivision is located, or
- By the chairman of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated).
- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

Article 15, Section 8642 CESA authorizes local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or Local Emergency exists, and at a place not necessarily within the political subdivision.

Article 15, Section 8643 CESA describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the jurisdiction and its personnel and property.
- Reconstitute itself and any subdivisions.
- Perform functions in preserving law and order and furnishing local services.



### Temporary Council / Alternate City Government Location

Section 8642 of the CESA authorizes the City Council to meet at a place not necessarily within the City in the event of State of War Emergency, State of Emergency, or Local Emergency.

Section 54954 of the Brown Act provides that if a fire, flood, earthquake, or other emergency makes it unsafe to meet in the place designated for holding regular City Council meetings, the presiding officer of the City Council, or his or her designee, can designate the place that regular meetings will be held for the duration of the emergency. The presiding officer's designation of a meeting place, under those circumstances must be:

- Made in a notice to the local media that have requested notice according to Section 54956 of the Government Code, and
- By the most rapid means of communication available at the time. (Section 54954(e))

If City Hall is not usable because of emergency conditions, the temporary office of the city government will be as follows:

**1st Alternate:** Police/Fire Administration, 1425 Dowell Drive

**2nd Alternate:** Maintenance Yard, 336 San Jon Road

### Preservation of Vital Records

In the City of San Buenaventura, the City Clerk is responsible for the preservation of vital records. If the City Clerk is unavailable, the Assistant City Clerk will be responsible for preserving vital records.

Vital records are defined as those records that are essential to:

- Protect and preserve the rights and interests of individuals, governments, corporations, and other entities. Examples include statistics, land and tax records, license registers, and articles of incorporation.
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plans and procedures, personnel rosters, etc.
- Reestablish normal governmental functions and protect the rights and interests of the government. Constitutions and charters, statutes and ordinances, court records, official proceedings, and financial records would be included here.

Please refer to the Appendix Section of this Plan (a confidential/security document) to see where vital records of the City of San Buenaventura are routinely stored.

Each department within the city should identify, maintain and protect its essential records.

## Lines of Succession for Department Heads

SERVICE/DEPARTMENT	TITLE/POSITION	
City Manager (Director of Disaster Services)	1	City Manager
	2	Assistant City Manager
	3	Deputy City Manager
City Attorney	1	City Attorney
	2	Sr. Asst. City Attorney
	3	Assistant City Attorney
Community Development	1	Director
	2	Planning Manager
	3	Chief Building Official
Finance & Technology	1	Chief Financial Officer
	2	Asst. Chief Financial Officer
	3	Financial Service Manager
Fire	1	Fire Chief
	2	Assistant Chief/Operations
	3	Training Battalion Chief
Human Resources	1	Director
	2	Assistant Human Resource Director
	3	Human Resources Principal Analyst
Parks & Recreation	1	Director
	2	Community Partnership Manager
	3	Community Recreation Manager
Police	1	Police Chief
	2	Assistant Chief/Operations
	3	Commander/Special Operations
Public Works	1	Director
	2	Deputy Director
	3	Deputy City Engineer
Ventura Water	1	General Manager
	2	Assistant General Manager, Operations
	3	Assistant General Manager, Water Resources

## SECTION SIX - MUTUAL AID

### Introduction

Mutual aid is designed to ensure that adequate resources, facilities, and other support are provided to jurisdictions whenever their resources prove inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act (**see Part Two Management Support Documentation-Legal Documents**). This Agreement was developed in 1950 and has been adopted by the state, all 58 counties, and most incorporated cities in California. The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel, and resources but may also receive or assist other jurisdictions within the state. The state government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate and prepare mutual aid agreements. Mutual aid agreements exist in law enforcement, fire services, building and safety, medical and public works, and emergency managers (EMMA). In addition to the Mutual Aid agreements in place within the state of California, more recently, the Governor signed (September 2005) the Emergency Management Assistance Compact (EMAC) that allows the state of California to participate with 50 other states in a nationwide mutual aid system.

### Mutual Aid System

A statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and states with the intent to provide requesting agencies with adequate resources. The general flow of mutual aid resource requests and resources within mutual aid systems are depicted in the diagram in Chart 1.

The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, and public works. The adoption of SEMS and NIMS does not alter existing mutual aid systems. These systems work through local government, operational area, regional, and state levels consistent with SEMS.

Mutual aid may also be obtained from other states via the Emergency Management Assistance Compact.

### Mutual Aid Regions

Mutual aid regions are established under the Emergency Services Act. Six mutual aid regions numbered I-VI have been established within California. The City of San Buenaventura is within Region 1 (Region 1A for Law Enforcement). Each mutual aid region consists of designated counties. Region 1 and 1A is in the Cal OES Southern Administrative Region (**See Chart 3**).

## Mutual Aid Coordinators

Discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. A mutual aid coordinator's primary role is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional, and state levels. The flow of resource requests and information among mutual aid coordinators is illustrated in **Chart 2**.

Mutual aid coordinators may function from an EOC, their normal departmental location, or other locations depending on the circumstances.

## Volunteer and Private Agencies

Volunteer agencies and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. Some volunteer agencies such as the American Red Cross, Salvation Army, Auxiliary Communication Services, Community Emergency Response Teams, faith-based organizations, and others are an essential element of the statewide emergency response to meet the needs of disaster victims. Volunteer agencies mobilize volunteers and other resources through their own systems. They also may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer agencies with extensive involvement in the emergency response should be represented in EOCs.

Some private agencies have established mutual aid arrangements to assist other private agencies within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with governmental EOCs. In some functional areas, services are provided by a mix of special district, municipal and private agencies. Mutual aid arrangements may include both governmental and private agencies.

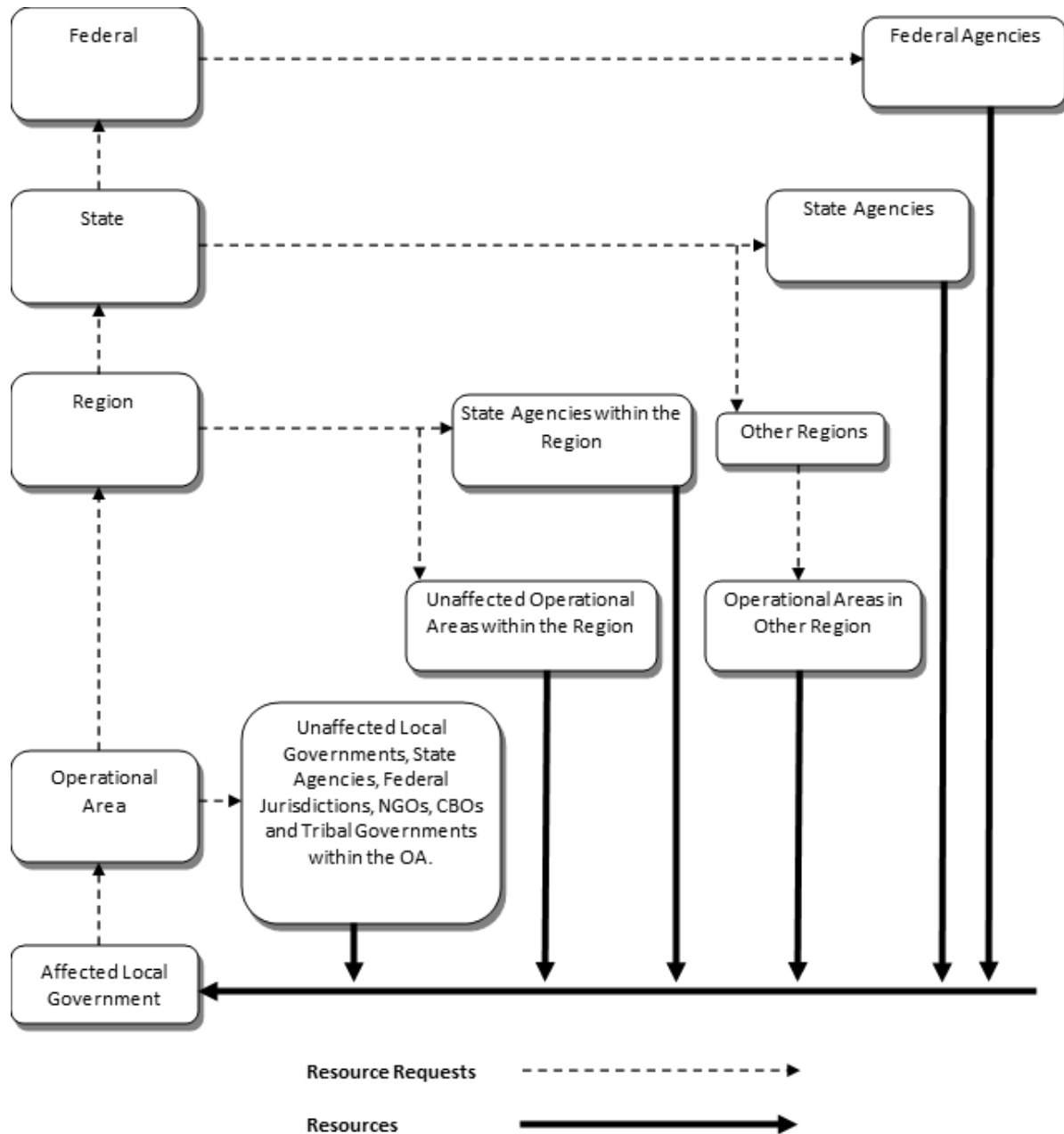
Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

## Policies and Procedures

- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement.
- During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the county, operational area, or mutual aid regional level.
- Because different radio frequencies are in use among most agencies, local agencies should provide incoming mutual aid forces with portable radios having local frequencies.
- The City of San Buenaventura will make non-law and non-fire mutual aid requests via the Ventura County Operational Area via the Ventura County Sheriff's Office of Emergency Services. Requests should specify, at a minimum:

- Number and type of personnel needed
- Type and amount of equipment needed
- Reporting time and location
- Authority to whom forces should report
- Access routes
- Estimated duration of operations
- Risks and hazards

Chart 1 - MUTUAL AID SYSTEM FLOW CHART<sup>7</sup>



<sup>7</sup> California Governor's Office of Emergency Services, *State of California Emergency Plan*, October 2017, page 65

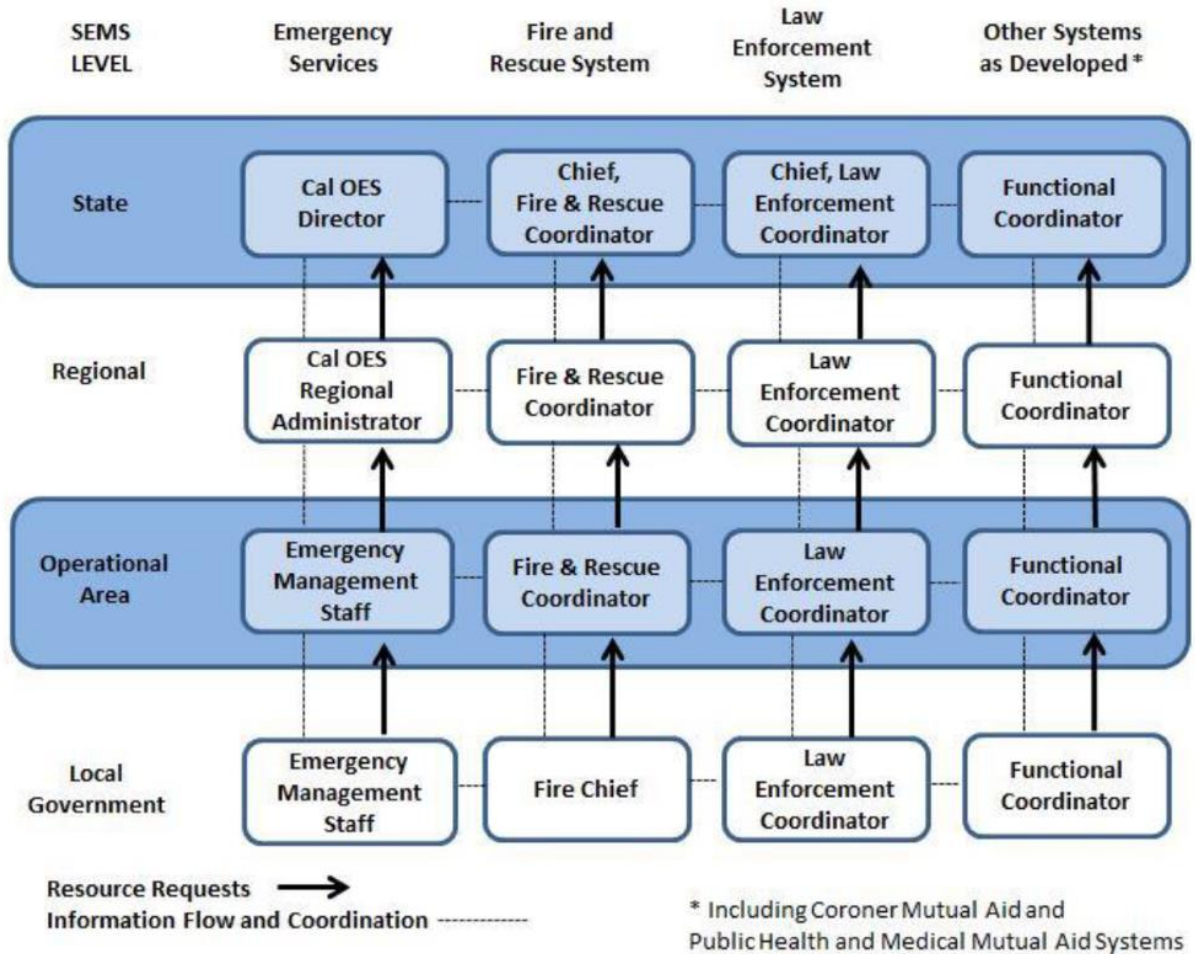
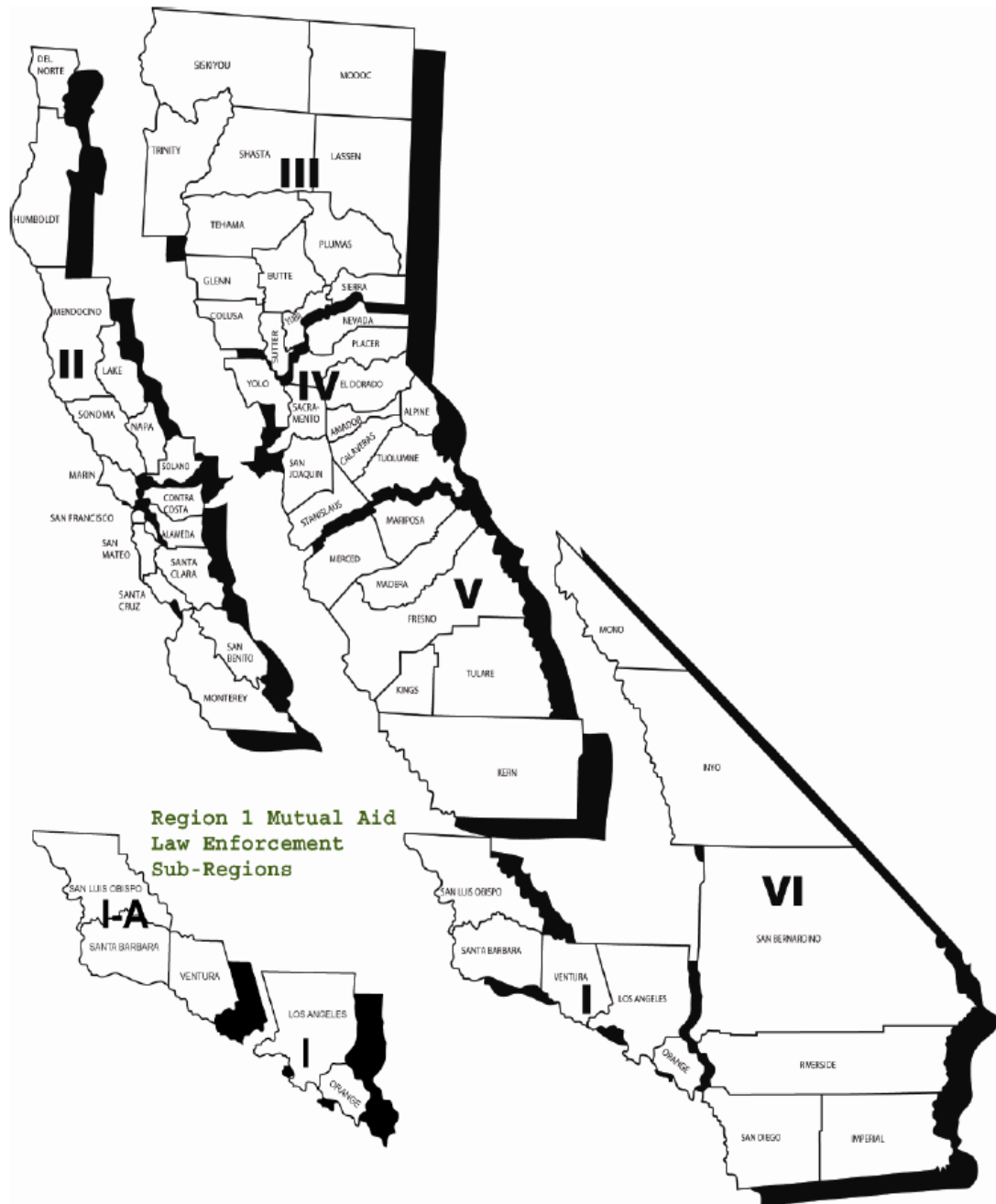
Chart 2 - DISCIPLINE - SPECIFIC MUTUAL AID SYSTEMS<sup>8</sup><sup>8</sup> California Governor's Office of Emergency Services, *State of California Emergency Plan*, October 2017, page 64

CHART 3 - STATE MUTUAL AID REGION MAP<sup>9</sup>



<sup>9</sup> California Governor's Office of Emergency Services, *State of California Emergency Plan*, October 2017, page 60



## SECTION SEVEN - AUTHORITIES AND REFERENCES

### General

California Emergency Services Act (CESA) (Chapter 7 of Division 1 of Title 2 of the Government Code), hereafter referred to as the Act, provides the basic authorities for conducting emergency operations following a proclamation of Local Emergency, State of Emergency, or State of War Emergency by the Governor and/or appropriate local authorities, consistent with the provisions of the Act.

Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations), hereafter referred to as SEMS, establishes SEMS, which incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area concept and multi-agency or inter-agency coordination.

California Emergency Plan (CEP), which is promulgated by the Governor, is published in accordance with the Act and provides overall statewide authorities and responsibilities and describes the functions and operations of government at all levels during emergencies or disasters. Section 8568 of the Act states, in part, that "the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof." Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan.

National Incident Management System (NIMS) was mandated by Homeland Security Presidential Directive (HSPD) - 5 and is based on the Incident Command System and the multi-agency coordination system.

National Response Framework (NRF) is a guide as to how the nation conducts all-hazards incident response. It is built upon flexible, scalable, and adaptable coordinating structures to align key roles and responsibilities across the country, linking all levels of government and private sector businesses and non-governmental organizations.

The federal government does not assume command for local emergency management but rather provides support to local agencies. This Framework is based on the premise that incidents are typically managed at the lowest possible geographic, organizational and jurisdictional level.

### Authorities

The following provides emergency authorities for conducting and/or supporting emergency operations:

#### Federal

- Americans with Disabilities Act of 1990 (A.D.A)
- Emergency Planning and Community Right-To-Know Act of 1986, also known as the Superfund Amendments and Reauthorization Act of 1986, Title III (42 U.S.C. §§ 11001-11050)
- Federal Civil Defense Act of 1950, Public Law 920, as amended
- Homeland Security Act, Public Law 107-296, as amended (6 U.S.C. §101-557)

- Homeland Security Presidential Directive #5, February 28, 2003
- Homeland Security Presidential Directive #8, December 17, 2005
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93288, as amended
- Volunteer Protection Act of 1997, Public Law 105-19 (42 U.S.C. §§ 14501-14505)
- Emergency Management Assistance Compact (EMAC), 2005
- Post-Katrina Emergency Management Reform Act of 2006
- Sandy Recovery Improvement Act of 2013

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## State

- California Emergency Services Act, Ch. 7 of Div. 1 of Title 2 of the Government Code
- California Disaster Assistance Act (CDAA), Title 19, Chapter 6 of the California Code of Regulations
- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials
- California Code of Regulations, Title 19 (Public Safety), Division 2 (CAL OES) Emergency and Major Disasters, Subchapter 3, Disaster Services Worker Volunteer Program
- Standardized Emergency Management System (SEMS) Regulations, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and Government Code Section 8607(a)
- California Master Mutual Aid Agreement
- Executive Order S-2-05, National Incident Management System Integration into the State of California
- “Good Samaritan” Liability
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency

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## Local

### County

- County of Ventura Resolution No. 236 adopting the Master Mutual Aid Agreement, dated March 11, 1958 (Located in Sheriff’s OES)(New Version dated 2021 circulating for comment)
- County of Ventura Resolution No. 239 establishing policy for emergency actions by Public Works forces, dated January 21, 1969 (Located in Public Works)
- County of Ventura Sandbag Policy, adopted by the Board of Supervisors on February 10, 1981 (Located in Public Works)
- Ventura County Law Enforcement Agencies Mutual Consent Agreement, May 16, 1972

- Ventura County Operational Area Organization Agreement adopted November 21, 1995. (Located in Sheriff's OES)
- Resolution Adopting the National Incident Management System, R-06, October 4, 2005.
- Ventura County Ordinance No. 4410 pertaining to public emergency adopted February 9, 2009 (Located in Sheriff's OES and Clerk of the Board)

### City

- City of Ventura's Emergency Services Ordinance No. 1694, dated December 13, 1971
- City of Ventura's City Emergency Organization and Functions, Ordinance No 2004-003, dated February 2, 2004 (conforming to the Standardized Emergency Management System)
- The City of Ventura adopted the Master Mutual Aid Agreement
- Ventura adopted Worker's Compensation Benefits for Disaster Service Workers
- The City of Buena Ventura Resolution No. 2006-060 adopting the National Incident Management System adopted September 18, 2006
- Ventura County/Cities Mutual Aid Agreement for Emergency Building and Safety Services adopted July 11, 1995
- City of Ventura Fire Department Mutual Aid Agreement with City of Santa Paula, June 6, 1977
- City of Ventura Fire Department Mutual Aid Agreement with City of Oxnard, May 9, 1977
- City of Ventura Fire Department Mutual Aid Agreement with Ventura County Fire Protection District, June 29, 1970
- City of Ventura Fire Department Mutual Aid Agreement with Port Hueneme Naval Construction Battalion Center, January 6, 1986
- City of Ventura Fire Department Mutual Aid Agreement with Point Mugu NMTC, January 6, 1986
- City of Ventura Resolution No. 95-65, adopting the Emergency Operations Plan, 2013

### References

#### Federal

- Hazardous Materials Emergency Planning Guide, NRT-1 and Plan Review Guide, NRT-1A: (Environmental Protection Agency's National Response Team)
- National Fire Protection Association (NFPA) Standard 1600
- National Incident Management System (NIMS): U.S. Department of Homeland Security
- National Response Framework: U.S. Department of Homeland Security, 2016
- National Disaster Recovery Framework: U.S. Department of Homeland Security, 2016
- Pre-Disaster Recovery Planning Guide for Local Governments: U.S. Department of Homeland Security, 2017
- NIMS Emergency Operations Plan (EOP) Compliance Checklist
- U.S. Dept. of Homeland Security: Local and Tribal NIMS Integration

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**State**

- Disaster Assistance Procedure Manual (Cal OES).
- California Emergency Plan, 2017
- California (CAL OES) Emergency Planning Guidance for Local Government and Crosswalk (Checklist for Reviewing Emergency Plans)
- California Emergency Resources Management Plan
- California Fire and Rescue Operations Plan
- California Hazardous Materials Incident Contingency Plan
- Standardized Emergency Management System (SEMS) Guidelines
- California (CAL OES) Implementation Guidelines for the National Incident Management System (NIMS)
- California Law Enforcement Mutual Aid Plan

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**Local**

- Ventura County Dam Failure Response Plan
- Ventura County Energy Shortage Emergency Response Plan, 2020
- Ventura County Oil Spill Response Plan, revised November 2011
- Ventura County Hazard Materials Area Plan, 2010
- Ventura County Operational Area Tsunami Evacuation Plan, June 2011
- Ventura County Animal Regulation Department Emergency Operations Plan, 2009
- Ventura Nuclear Response Plan, 2012
- Ventura County Hazard Mitigation Plan, 2015 (includes the City of Ventura)
- Ventura County Emergency Operations Plan, 2021

**SECTION EIGHT – OVERVIEW AND THREAT SUMMARIES****Overview**

This section of the Basic Plan (Part One) provides a summary of threats based on the Ventura County Multi-Hazard Mitigation Plan (2015), which includes hazard information for the City of Ventura and the City of Ventura's General Plan (especially Chapter 7, "Our Healthy and Safe Community"). The General Plan was last updated in August of 2005 (next 2021). The purpose is to describe the area at risk, and the anticipated nature of the situation, which could result should the event threaten or occur.

The City of Ventura is located within Ventura County, Region I, Southern Administrative Region of California Office of Emergency Services. The City lies on the coast of the Pacific Ocean. It has a residential population of 106,433<sup>10</sup> and consists of 21.66 square miles<sup>11</sup>. Major arterials serving the City include U.S. Highway 101, State Routes 33 and 126.

- An earthquake could impact major segments of or the total population.
- The City has some industry and faces the potential for hazardous materials incidents from the stationary hazardous materials users and transportation accidents, pipeline ruptures, and illegal dumping.
- There are six dams that could have a direct impact on the City.
- A portion of the City may be subject to flooding due to flash flooding, urban flooding (storm drain failure/infrastructure breakdown), river channel overflow, downstream flooding, etc.)
- A transportation incident such as a major air crash, train derailment, or trucking or shipping incidents could impact areas within the City.
- A civil unrest incident could impact areas within the City or the entire City.
- The entire Ventura County basin is considered as a risk area for an act of terrorism; therefore, both sheltering and evacuation should be considered. Neither the City nor the County of Ventura County has the capability to plan for the organized evacuation of the basin; therefore, the extent of planning at this time is restricted to assisting and expediting spontaneous evacuation. In the increased readiness stage, expedient shelters will be utilized as appropriate, and information will be provided to the public.

The City has its own police department and fire department and utilizes local volunteer organizations such as the Auxiliary Communication Services (ACS), Community Emergency Response Team (CERT), and Police and Fire volunteers for assistance in emergency communications and other necessary emergency services.

The City is served by two major medical facilities within the city boundaries: Ventura County Medical Center (a 223-bed general acute care hospital and Level II Trauma Center) and Community Memorial Hospital (a 242-bed general acute care hospital).

City staff has been designated to coordinate all SEMS/NIMS functions.

During the response phase, the City's EOC is the coordination and communication point and the access to the Ventura Operational Area.

The City of San Buenaventura maintains a Disaster Hotline (805-477-3711) and participates in the County's emergency notification system (VC Alert).

## Threat Summaries

The City of San Buenaventura is vulnerable to the following hazards:

### Earthquake

The City of Ventura is in the vicinity of several known active and potentially active earthquake faults, including the San Andreas Fault, Malibu-Santa Monica-Raymond Fault System, Red Mountain-San Cayetano-Santa Susana-San Fernando Fault, Oakridge Fault, Ventura Fault, McGrath Fault, and the Country Club Fault. New faults within the region are continuously being discovered. Scientists have identified almost 100 faults in the Ventura County area known to be capable of a magnitude 6.0 or greater earthquake.

A major earthquake occurring in or near this jurisdiction may cause many deaths and casualties, extensive property damage, fires, hazardous material spills, and other ensuing hazards. The effects could be aggravated by aftershocks and by the secondary effects of fire and hazardous material/chemical accidents. The time of day and season of the year would have a profound effect on the number of dead and injured and the amount of property damage sustained. Such an earthquake would be catastrophic in its affect upon the population and could exceed the response capabilities of the City, Ventura County Operational Area and the State of California Office Emergency Services. Damage control and disaster relief support may be required from other local governmental and private organizations, and from the state and federal governments.

Extensive search and rescue operations would be required to assist trapped or injured persons. Emergency medical care, food, and temporary shelter could be required by injured or displaced persons. Identification and burial of many dead persons could pose difficult problems; public health would be a significant concern. Mass evacuation may be essential to save lives downwind from hazardous material releases. Many families would be separated, particularly if the earthquake should occur during working hours. Emergency operations could be seriously hampered by the loss of communications and damage to transportation routes within and to and from the disaster area and by the disruption of public utilities and services.

As a result of an earthquake, the City may be vulnerable to liquefaction and landslides. Liquefaction is a phenomenon involving the loss of shear strength of the soil. The shear strength loss results from the increase of pore water pressure caused by the rearrangement of soil particles induced by shaking or vibration. Few areas of significant liquefaction susceptibility exist in the City of San Buenaventura. These few areas are located along the beaches and rivers (Ventura River and Santa Clara River).

Landslides may also occur during aftershocks in areas already weakened by the first shock. Large boulders and/or soft soil could be jarred loose.

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## Wildfire

In general, wildfire hazard exists in the hillside and canyon areas north of the City that are covered with natural vegetation. This high wildfire hazard area encompasses much of the area within one mile of the Wildland/Urban Interface (WUI). Numerous residential areas are in and adjacent to the hazardous wildfire area and could be exposed to wildfires and related damage. These include the residential developments located on and adjacent to hillsides in the Poinsettia, Arroyo Verde, Catalina, Downtown, and Avenue communities.<sup>12</sup>

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## Windstorm

Severe windstorms pose a significant risk to life and property by creating conditions that disrupt essential systems such as public utilities, telecommunications, and transportation routes. High winds have the potential to cause damage to homes and businesses from falling trees and debris. Also, windstorms increase the risk of wildfire as the moisture content decreases in brush and vegetation on hillsides, especially in urban interface areas.

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## Landslide

A landslide is the perceptible downslope movement of earth mass. It is part of the continuous, natural, gravity-induced movement of soil, rock, and debris. Land sliding can range from the downslope creep of soil and rock material to sudden failure of entire hillsides. Landslides include rockfalls, slumps, block slides, mudslides, debris flows, and mudflows. Land sliding or slope instability may be caused by natural factors such as fractured or weak bedrock, heavy rainfall, erosion, earthquake activity, and fire, as well as by human alteration of topography and water content in the soil. The hillsides north of Poli Street/Foothill Road and east of Ventura Avenue and Cedar Street contain several existing landslides and are likely to experience future landslide activity. Although landslides generally occur on slopes 30% or steeper, they may also occur on slopes that are less steep. Slope stability conditions vary locally in the hillside area based on soil and rock type and groundwater depth.<sup>13</sup>

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## Terrorism

Terrorism is a continuing threat throughout the world and within the United States. There is no history of terrorist acts or terrorist groups operating in the City. Consequently, the probability of a terrorist attack is considered low. Nevertheless, it is still essential to consider the potential for terrorist activities, especially since there are various political, social, religious, cultural, and economic factors that underlie the broad term “terrorist.”

In response to a growing concern about terrorism at the federal, state, and local level, the City of Ventura regularly participates and is an active member of the County’s Terrorism Early Warning Group, Terrorism Working Group and, the Joint Regional Information Center.

Following is a general overview of potential terrorist targets in Ventura County and specifically the City:

- Facilities that store, manufacture, or transport hazardous materials
- Highways and freeways

- Telecommunications facilities
- Federal, state, county, and city offices
- Shopping malls
- Schools, churches & religious centers
- Research facilities
- Electrical facilities
- Water and wastewater facilities, dams
- Bridges and overpasses

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### Dam Inundation

Dam failures can result from several natural or manmade causes such as earthquakes, erosion of the face or foundation, improper sitting, rapidly rising floodwaters, and structural/design flaws. There are three general types of dams: earth and rockfill, concrete arch or hydraulic fill, and concrete gravity. All the dams, except for one, that may impact the City are earth and rockfill design. The exception is Matilija Dam which is a concrete arch design. The earth-rockfill dam will fail gradually due to erosion of the breach; a flood wave will build gradually to a peak and then decline until the reservoir is empty.

The City of Ventura could be affected by dam failure from six dams: Bouquet Canyon Reservoir, Casitas Dam, Castaic Reservoir, Matilija Dam, Pyramid Reservoir and, Santa Felicia Dam.

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### Flooding

The magnitude of a flood is measured in terms of its peak discharge, the maximum volume of water passing a point along a channel. Floods are usually referred to in terms of their frequency of occurrence, 50 or 100 years.

The primary effect of flooding is the threat to life and property. People and animals may drown; structures and their contents may be washed away or destroyed; roads, bridges, and railroad tracks may be washed out; and crops may be destroyed.

Floods may also create health hazards due to the discharge of raw sewage from damaged septic tank leach fields, sewer lines, and sewage treatment plants and due to flammable, explosive, or toxic materials carried off by floodwaters. In addition, vital public services may be disrupted.

The Federal Emergency Management Agency has identified a localized area subject to flooding during a 100-year flood. The 100-year flood hazard area for the Ventura River is relatively small due to a levee constructed along the east bank of the river by the Army Corps of Engineers. Therefore, the 100-year flood hazard from the Ventura River is confined to an area west of the levee and near the River mouth. A 100-year flood along the Santa Clara River would affect a limited area of the City located just north of the river, in the vicinity of the Olivas Park and Buenaventura golf courses. Other areas of the City that could potentially experience flooding impacts as a result of a 100-year flood include areas adjacent to the Arundel Barranca south of Main Street; the Harmon Barranca generally south of Telegraph Road, and in the beach area along the Pierpont Lanes.<sup>14</sup>



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## Tsunami

Tsunamis are large ocean surges that are generated by submarine landslides, volcanic eruptions, or earthquakes. Tsunamis originate in deep water and have a long wavelength (distance from the crest of one wave to the crest of the succeeding wave), normally over 100 miles, and a very low amplitude (height from crest to trough). As these waves approach shallow water, the speed decreases from over 600 mph to less than 30 mph as they move across the beach. The wave energy is transferred from wave speed (velocity) to wave height (amplitude), and waves as high as 100 feet can be formed.

Although the arrival time of a wave generated far out at sea can be predicted quite accurately, the intensity of the wave when it reaches the shore is difficult to predict. The duration of a tsunami threat can sometimes last up to ten to twelve hours.

The tsunami threat is mainly confined to immediate beach areas and river channels. Beach areas have historically been affected up to a mile or more inland in very flat areas. Tsunamis can also travel considerable distances inland on waterways, particularly those with shallow gradients. The effects of the tsunami are most noticeable on manmade features, but the waves can also change river channels and modify coastal landforms.<sup>15</sup>

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## Hazardous Materials

The City could be affected by hazardous materials incidents. The spills/releases of material can result from both stationary and mobile sources. The level of exposure from stationary sources is considered very low due to the types of businesses and industries conducted within the area. The Ventura City Fire Department responds to all hazardous materials calls within the City of Ventura. The City Fire Department maintains a hazardous materials (HAZMAT) response team specially trained and equipped to respond to emergencies involving potentially hazardous materials. As partners to a region-wide Hazardous Materials Response Plan, additional fire protection equipment and staffing specifically designed for hazardous materials incidents is available from the City of Oxnard, the Ventura County Fire Department, and the U.S. Naval Base Ventura County.

The threat of a major hazardous material incident in Ventura exists from commercial vehicles and rail, fixed facilities, petroleum pipelines, and clandestine dumping.

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## Major Air Crash

The airports nearest to the City that handle the greatest amount of air traffic that could cause a risk to the City include Los Angeles International Airport and Burbank Bob Hope Airport. In addition, there are smaller airports: Oxnard Airport, Camarillo Airport, and the Naval Air Weapons Station Point Mugu Airport. If an aircraft were to crash, the impact would be limited to a localized area.

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## Civil Unrest

Civil Unrest is the spontaneous disruption of routine, orderly conduct, and activities in urban areas or outbreak of rioting or violence. Civil Unrest can be the result of long-term disfavor with authority. Civil Unrest is usually noted by the fact that normal on-duty police and safety forces cannot adequately deal with the situation until additional resources can be acquired, or it may require deeper long-term solutions to prevent the problem from happening again in the future.

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## Public Health Emergency

A pandemic is a global disease outbreak. A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads easily person-to-person, causes serious illness, and can sweep across the country and around the world in a very short time. The City will take public health direction and guidance from the Ventura County Health Care Agency.

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## Cyber-Related Incidents

A cyber-related incident may take many forms: an organized cyber-attack, an uncontrolled exploit such as a virus or worm, a natural disaster with significant cyber consequences, or other incidents capable of causing extensive damage to critical infrastructure or key assets.

The City's EOP stakeholder group has prioritized the top four hazards that may impact the City using the Calculated Priority Risk Index Rating as:

1. Earthquake
2. Fire
3. Hazardous Materials
4. Flooding

For additional hazard-specific information and details for each of these hazards, please refer to the City of Ventura's General Plan and the Ventura County Multi-Hazard Mitigation Plan (the City of Ventura is part of this plan).

## SECTION NINE - LIST OF ACRONYMS AND ABBREVIATIONS

<b>AC</b>	Area Command	<b>DMAT</b>	Disaster Medical Assistance Team
<b>ACS</b>	Auxiliary Communications Services	<b>DMORT</b>	Disaster Mortuary Operational Response Team
<b>ADA</b>	Americans with Disabilities Act	<b>DOC</b>	Department Operations Center
<b>AFN</b>	Access and Functional Needs	<b>EAS</b>	Emergency Alert System
<b>ARC</b>	American Red Cross	<b>EDIS</b>	Emergency Digital Information System
<b>CalTrans</b>	California Department of Transportation	<b>EMAC</b>	Emergency Management Assistance Compact
<b>CAL FIRE</b>	California Department of Forestry and Fire Protection	<b>EMMA</b>	Emergency Managers Mutual Aid
<b>Cal OES</b>	California Office of Emergency Services	<b>EOC</b>	Emergency Operations Center
<b>CALWAS</b>	California Warning System	<b>EOP</b>	Emergency Operations Plan
<b>CCP</b>	Casualty Collection Points	<b>EPI</b>	Emergency Public Information
<b>CDA</b>	California Disaster Assistance Act	<b>ESF</b>	Emergency Support Functions
<b>CDC</b>	Centers for Disease Control, U.S. Public Health Service	<b>FBI</b>	Federal Bureau of Investigation
<b>CERT</b>	Community Emergency Response Team	<b>FCC</b>	Federal Communications Commission
<b>CESFRS</b>	California Emergency Service Fire Radio System	<b>FCO</b>	Federal Coordinating Officer
<b>CESRS</b>	California Emergency Services Radio System	<b>FEMA</b>	Federal Emergency Management Agency
<b>CHP</b>	California Highway Patrol	<b>FHWA</b>	Federal Highway Administration
<b>CIKR</b>	Critical Infrastructure, Key Resources	<b>FTS</b>	Field Treatment Sites
<b>CLEMARS</b>	California Law Enforcement Mutual Aid Radio System	<b>GAR</b>	Governor's Authorized Representative
<b>CLERS</b>	California Law Enforcement Radio System	<b>GIS</b>	Geographic Information System
<b>CLETS</b>	California Law Enforcement Telecommunications System	<b>HAZMAT</b>	Hazardous Materials
<b>CMAS</b>	Commercial Mobile Alert System	<b>HSC</b>	Homeland Security Council
<b>COE</b>	Corps of Engineers (US Army)	<b>HSOC</b>	Homeland Security Operations Center
<b>DFO</b>	Disaster Field Office	<b>HSPD</b>	Homeland Security Presidential Directive
<b>DHS</b>	Department of Homeland Security	<b>IAP</b>	Incident Action Plan
		<b>IC</b>	Incident Commander
		<b>ICP</b>	Incident Command Post
		<b>ICS</b>	Incident Command System

<b>IDE</b>	Initial Damage Estimate	<b>NSC</b>	National Security Council
<b>IMT</b>	Incident Management Team	<b>NSSE</b>	National Special Security Event
<b>IPAWS</b>	Integrated Public Alert and Warning System	<b>NTAS</b>	National Terrorism Advisory System
<b>JFO</b>	Joint Field Office	<b>NVOAD</b>	National Voluntary Organizations Active in Disaster
<b>JPA</b>	Joint Powers Agreement	<b>NWS</b>	National Weather Service
<b>JIC</b>	Joint Information Center	<b>OA</b>	Operational Area
<b>JIS</b>	Joint Information System	<b>OASIS</b>	Operational Area Satellite Information System
<b>JOC</b>	Joint Operations Center	<b>OEM</b>	Office of Emergency Management
<b>JTTF</b>	Joint Terrorism Task Force	<b>OSC</b>	On-Scene Coordinator
<b>LAC</b>	Local Assistance Center	<b>PA</b>	Public Affairs
<b>MACS</b>	Multi-Agency Coordination System	<b>PAO</b>	Public Affairs Officer
<b>MARAC</b>	Mutual Aid Regional Advisory Committee	<b>PA</b>	Public Assistance
<b>MARS</b>	U.S. Army Military Affiliate Radio System	<b>PA/O</b>	Public Assistance Officer
<b>MMRS</b>	Metropolitan Medical Response Team	<b>PA#</b>	Project Application Number
<b>MOA</b>	Memorandum of Agreement	<b>PDA</b>	Preliminary Damage Assessment
<b>MOU</b>	Memorandum of Understanding	<b>PDD</b>	Presidential Decision Directive
<b>NAWAS</b>	National Warning System	<b>PFO</b>	Principal Federal Officer
<b>NDMS</b>	National Disaster Medical System	<b>PIO</b>	Public Information Officer
<b>NFIP</b>	National Flood Insurance Program	<b>PNP</b>	Private Nonprofit Organization
<b>NICC</b>	National Interagency Coordinating Center National Infrastructure Coordination Center	<b>PW</b>	Project Worksheet
<b>NIFCC</b>	National Interagency Fire Coordination Center	<b>REOC</b>	Regional Emergency Operations Center
<b>NIMS</b>	National Incident Management System	<b>ROC</b>	Regional Operations Center
<b>NMRT</b>	National Medical Response Team	<b>RRCC</b>	Regional Response Coordinating Center
<b>NOAA</b>	National Oceanic and Atmospheric Administration	<b>SAR</b>	Search and Rescue
<b>NOC</b>	National Operations Center	<b>SARA</b>	Superfund Amendment Reauthorization Act (Title III)
<b>NRF</b>	National Response Framework	<b>SBA</b>	Small Business Administration
<b>NRT</b>	National Response Team	<b>SCO</b>	State Coordinating Officer
		<b>SEMS</b>	Standardized Emergency Management System
		<b>SFLEO</b>	Senior Federal Law Enforcement Officer
		<b>SFO</b>	Senior Federal Officer

<b>SHMO</b>	State Hazard Mitigation Officer
<b>SHPO</b>	State Historic Preservation Officer
<b>SITREP</b>	Situation Report
<b>SLPS</b>	State and Local Programs and Support Directorate (FEMA)
<b>SNAP</b>	Special Needs Awareness Program
<b>SOC</b>	State Operations Center
<b>SOP</b>	Standard Operating Procedure
<b>TEWG</b>	Terrorism Early Warning Group
<b>TWG</b>	Terrorism Working Group
<b>USACE</b>	United States Army Corps of Engineers
<b>USAR</b>	Urban Search and Rescue
<b>USDA</b>	U.S. Department of Agriculture
<b>USFA</b>	United States Fire Administration
<b>USGS</b>	United States Geological Survey
<b>VOAD</b>	Volunteer Organizations Active in Disaster
<b>WMD</b>	Weapons of Mass Destruction

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## SECTION TEN - GLOSSARY OF TERMS

**This Glossary contains definitions of terms commonly used in the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS)**

**Action Plan:** "Action Plan" means the plan prepared in the EOC containing the emergency response objectives of that SEMS level reflecting overall priorities and supporting activities for a designated period. The plan is shared with supporting agencies.

**After Action Report:** A report covering response actions, application of SEMS and NIMS, modifications to plans and procedures, training needs, and recovery activities. After action reports are required under SEMS after any emergency which requires a declaration of an emergency. Reports are required within 90 days.

**Agency Representative:** An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer.

**Area Command:** An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

**Assessment:** The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

**Assignments:** Tasks given to resources to perform within a given operational period, based

upon tactical objectives in the Incident or EOC Action Plan.

**Assistant:** Title for subordinates of the Command Staff positions at the Field SEMS level. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

**Assisting Agency:** An agency directly contributing tactical or service resources to another agency.

**Available Resources:** Incident-based resources which are available for immediate assignment.

**Base:** The location at an incident at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base.

**Base Flood:** A term used in the National Flood Insurance Program to indicate the minimum size flood to be used by a community as a basis for its floodplain management regulations. The Base Flood is a flood which has a one-percent chance of being equaled or exceeded in any given year. The Base Flood is also known as a 100-year flood or one-percent chance flood.

**Base Flood Elevation (BFE):** The elevation for which there is a one-percent chance in any given year that flood levels will equal or exceed it. The BFE is determined by statistical analysis for each local area and designated on the Flood Insurance Rate Map. It is also known as the 100-Year Flood.

**Branch:** The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches are also used in the same sequences at the SEMS EOC Levels.

**Branch Director:** The ICS title for individuals responsible for supervision of a Branch at the Field Level. At SEMS EOC levels, the title Branch Coordinator is preferred.

**Camp:** A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to the incident personnel.

**Care and Shelter:** A phase of operations that meets the food, clothing, and shelter needs of people on a mass care basis.

**Chain of Command:** A series of management positions in order of authority.

**Check-in:** The process whereby resources first report to an incident or into an EOC/Check-in locations at the SEMS Field level include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Heli spots, and Division Supervisors (for direct line assignments).

**Civil Air Patrol:** A civilian auxiliary of the United States Air Force which provides personnel, services, and equipment for specified missions in support of state and local emergency operations.

**Clear Text:** The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text.

**CLERS:** California Law Enforcement Radio System. The State's radio system dedicated to public safety/law enforcement purposes that run of the State's microwave backbone. Local CLERS VHF channels provide State EAS audio to broadcasters.

**CLETS:** California Law Enforcement Telecommunications System. CLETS terminals can be permissioned to originate EDIS messages. Please see EDIS definition below.

**Command:** The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

**Command Post:** (See Incident Command Post)

**Command Staff:** The Command Staff at the Field level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander and may have an assistant or assistants, as needed. These functions may also be found at the EOC levels and would be referred to as Management Staff.

**Common Operating Picture:** A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence.

**Communications Unit:** An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A communications Unit may also be a facility (e.g. a trailer or mobile van) used to provide the major part of an Incident Communications Center.

**Compensation Unit/Claims Unit:** Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries or fatalities at the incident or within an EOC.

**Continuity of Government (COG):** All measures that may be taken to ensure the



continuity of essential functions of governments in the event of emergency conditions, including line-of succession for key decision makers.

**Cooperating Agency:** An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross telephone company, etc.).

**Cost Sharing Agreements:** Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency or jurisdictional representatives at the incident.

**Cost Unit:** Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

**Damage Assessment:** The process utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community caused by a disaster or emergency event.

**Declaration:** The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

**Declaration Process:** When a disaster strikes, local authorities and individuals request help from private relief organizations and their State government, which give all assistance possible. If assistance is beyond their capability, the Governor requests a Presidential declaration of a major disaster or an emergency.

**Delegation of Authority:** A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or

guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

**Demobilization Unit:** Functional unit within the Planning Section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.

**Department Operations Center:** A facility used by a distinct discipline, such as fire, medical, hazardous material, or a unit, such as Department of Public Works, Department of Health or local water district. Department operations centers may be used at all SEMS levels above the field response level depending upon the impacts of the emergency.

**Deputy Incident Commander (Section Chief or Branch Director):** A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all SEMS EOC levels.

**Direction and Control (Emergency Management):** The provision of overall operational control and/or coordination of emergency operations at each level of the Statewide Emergency Organization, whether it be the actual direction of field forces or the coordination of joint efforts of governmental and private agencies in supporting such operations.

**Disaster Assistance Program:** A program that provides state funding or reimbursement for local government response related personnel costs incurred in response to an incident as defined in Section 2402 (i).

**Disaster Service Worker:** Includes public employees and any unregistered person impressed into service during a State of War emergency, a State of emergency, or a Local Emergency by a person having authority to

command the aid of citizens in the execution of his duties. It does not include anyone registered as an active firefighting member of any regularly organized volunteer fire department, having official recognition, and full or partial support of the county, city, town or district in which such fire department is located.

**Division:** Divisions are used to divide an incident into geographical areas of operation. Divisions are identified by alphabetic characters for horizontal applications and, often, by numbers when used in buildings. Divisions are also used at SEMS EOC levels and are found organizationally between Branches and Units.

**Division or Group Supervisor:** The position title for individuals responsible for command of a Division or Group at an Incident. At EOC level, the title is Division Coordinator.

**Documentation Unit:** Functional unit within the Planning Section responsible for collecting, recording and safeguarding all documents relevant to an incident or within an EOC.

**EDIS:** Emergency Digital Information Service. The “government wireless service” provided by the State and carried locally on 39.32 MHz. that is used for longer form text emergency information, along with a website at [www.edis.ca.gov](http://www.edis.ca.gov). Plans are underway for EDIS to be linked with EAS to help TV stations put text on screen faster to better serve the needs of the hearing impaired.

**Emergency:** A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor’s warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

**Emergency Alert System:** A system that enables the President and federal, state, and

local governments to communicate through commercial radio and television broadcast stations with the general public in the event of a disaster.

**Emergency Management (Direction and Control):** The provision of overall operational control and/or coordination of emergency operations at each level of the Statewide Emergency Organization, whether it be the actual direction of field forces or the coordination of joint efforts of governmental and private agencies in supporting such operations.

**Emergency Management Coordinator:** The individual within each jurisdiction that is delegated the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts.

**Emergency Operations Center (EOC):** A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

**Emergency Operations Plan:** The plan that each jurisdiction has and maintains for responding to appropriate hazards.

**Emergency Public Information (EPI):** Information disseminated to the public by official sources during an emergency, using broadcast and print media. EPI includes: (1) instructions on survival and health preservation actions to take (what to do, what not to do, evacuation procedures, etc.), (2) status information on the disaster situation (number of deaths, injuries, property damage, etc.), and (3) other useful information (state/federal assistance available).

**Emergency Public Information System:** The network of information officers and their staffs who operate from EPICs (Centers) at all levels of government within the state. The system also includes the news media through which emergency information is released to the public.

**Emergency Support Function:** A grouping of government and certain private-sector capabilities into an organizational structure to provide the support, resources, program implementation, and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents. The ESFs serve as the primary operational-level mechanism to provide assistance to State, local, and tribal governments or to Federal departments and agencies conducting missions of primary Federal responsibility.

**EOC Action Plan:** The plan developed at SEMS EOC levels which contains objectives, actions to be taken, assignments and supporting information for the next operational period.

**Essential Facilities:** Facilities that are essential for maintaining the health, safety, and overall well-being of the public following a disaster (e.g., hospitals, law enforcement and fire department buildings, utility facilities, etc.). May also include buildings that have been designated for use as mass care facilities (e.g., schools, churches, etc.).

**Evacuation:** Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Exercise:** Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of an emergency operations plan (EOP).

**Expedient Shelter:** Any shelter constructed in an emergency or crisis period on a "crash basis"

by individuals, single families, or small groups of families.

**Facilities Unit:** Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response Level that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

**Federal Coordinating Officer (FCO):** The person appointed by the President to coordinate federal assistance following an emergency or major disaster declaration.

**Federal Disaster Assistance:** Provides in-kind and monetary assistance to disaster victims, state, or local government by federal agencies under the provision of the Federal Disaster Relief Act and other statutory authorities of federal agencies.

**Federal Disaster Relief Act:** Public Law 93-288, as amended, that gives the President broad powers to supplement the efforts and available resources of state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from major (peacetime) disasters.

**Federal Emergency Management Agency:** This agency was created in 1979 to provide a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery.

**Federal Hazard Mitigation Officer (FHMO):** The FEMA employee responsible for representing the agency for each declaration in carrying out the overall responsibilities for hazard mitigation and for Subpart M, including coordinating post-disaster hazard mitigation actions with other agencies of government at all levels.

**Federal Coordinating Officer (FCO):** (1) The person appointed by the FEMA Director, or in his/her absence, the FEMA Deputy Director, or alternatively the FEMA Associate Director for

Response and Recovery, following a declaration of a major disaster or of an emergency by the President, to coordinate Federal assistance.

**Federal On-Scene Commander (OSC) :** The FBI official designated upon JOC activation to ensure appropriate coordination of the overall United States government response with Federal, State and local authorities, until such time as the Attorney General transfers the LFA role to FEMA.

**Field Coordination Center:** A temporary facility established by Cal OES within or adjacent to areas affected by a disaster. It functions under the operational control of the Cal OES mutual aid regional manager and is supported by mobile communications and personnel provided by Cal OES and other state agencies.

**Field Treatment Site:** Temporary sites utilized for emergencies when permanent medical facilities are not available or adequate to meet emergency medical care needs. The FTS is designed to provide triage and medical care for up to 48 hours or until new patients are no longer arriving at the site. The Medical/Health Branch has the authority to activate an FTS and determine the number and location of FTSs.

**Finance/Administration Section:** One of the five primary functions found at all SEMS levels which is responsible for all costs and financial considerations. At the incident the Section can include the Time Unit, Procurement Unit, Compensation/Claims Unit and Cost Unit.

**Flood Hazard Boundary Map (FHBM):** the official map of a community that shows the boundaries of the flood plain and special flood hazard areas that have been designated. It is prepared by FEMA, using the best flood data available at the time a community enters the emergency phase of the NFIP. It is superseded by the FIRM after a more detailed study has been completed.

**Flood Insurance:** The insurance coverage provided under the National Flood Insurance Program.

**Flood Insurance Rate Map (FIRM):** The official map of a community prepared by FEMA, which shows the base flood elevation, along with the special hazard areas and the risk premium zones. The study is funded by FEMA and is based on detailed surveys and analysis of the site-specific hydrologic characteristics.

**Food Unit:** Functional unit within the Service Branch of the Logistics Section responsible for providing meals for incident and EOC personnel.

**Function:** In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics and Finance/Administration. The same five functions also are found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

**Functional Element:** Refers to a part of the incident, EOC or DOC organization such as section, branch, group or unit.

**General Staff:** The group of management personnel reporting to the Incident Commander or to the EOC Director. They may each have a deputy, as needed. At the Field SEMS level, the General Staff consists of: Operations Section Chief, Planning/Intelligence Section Chief, Logistics Section Chief and the Finance/Administration Section Chief

**Group:** Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division.) Groups are located between Branches (when activated) and Resources in the Operations Section.

**Hazard:** Any source of danger or element of risk to people or property.

**Hazard Mitigation:** A cost effective measure that will reduce the potential for damage to a facility from a disaster event.

**Hazard Mitigation Assistance Program:** Authorized under Section 404 of the Stafford Act. Provided funding for hazard mitigation projects that are cost effective and complement existing post-disaster mitigation programs and activities by providing funding for beneficial mitigation measures that are not funded through other programs.

**Hazard Mitigation Plan:** The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects of natural hazards present in society that includes the actions needed to minimize future vulnerability to hazards.

**Incident:** An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

**Incident Action Plan:** The plan developed at the field response level which contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

**Incident Base:** Location at the incident where the primary logistics functions are coordinated and administered. (Incident name or other designator will be added to the term "Base.") the Incident Command Post may be collocated with the Base. There is only one Base per incident.

**Incident Commander:** The individual responsible for the command of all functions at the field response level.

**Incident Command Post (ICP):** The location at which the primary command functions are

executed. The ICP may be collocated with the incident base or other incident facilities.

**Incident Command System (ICS):** The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

**Incident Management Team:** The Incident commander and appropriate General and Command Staff personnel assigned to an incident.

**Incident Objectives:** Statements of guidance and direction necessary for the selection of appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

**Individual Assistance (IA):** Supplementary Federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the Federal Government or through State or local governments or disaster relief organizations.

**Joint Field Office (JFO):** A temporary Federal facility established locally to provide a central point for Federal, State, local, and tribal executives with responsibility for incident oversight, direction, and/or assistance to effectively coordinate protection, prevention, preparedness, response, and recovery actions.



The JFO will combine the traditional functions of the JOC, the FEMA DFO, and the JIC within a single Federal facility.

**Joint Information Center (JIC):** A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during a crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

**Joint Operations Center (JOC):** The JOC is the focal point for all Federal investigative law enforcement activities during a terrorist or potential terrorist incident or any other significant criminal incident, and is managed by the Senior Federal Law Enforcement Officer. The JOC becomes a component of the JFO when the National Response Plan is activated.

**Jurisdiction:** The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or federal boundary lines), or functional (e.g., law enforcement, health department, etc.) (See Multi-jurisdiction.)

**Jurisdictional Agency:** The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

**Leader:** The ICS title for an individual responsible for a functional unit, task forces, or teams.

**Liaison Officer:** A member of the Command Staff at the Field SEMS level responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a Coordinator and/or within a Section or Branch reporting directly to the EOC Director.

**Life-Safety:** Refers to the joint consideration of both the life and physical well-being of individuals.

**Local Assistance Center:** A facility jointly established by the Federal and State Coordinating Officers within or adjacent to an disaster impacted area to provide disaster victims a "one-stop" service in meeting their emergency representatives of local, state, and federal governmental agencies, private service organizations and certain representatives of the private sector.

**Local Emergency:** The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions resulting from a labor controversy, which conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and required the combined forces of political subdivisions to combat.

**Local Government:** Means local agencies defined in Government Code 8680.2 and special districts as defined in California Code of Regulations, Title 19 Division 2, Chapter 5, CDAA, 2900(y).

**Logistics Section:** One of the five primary functions found at all SEMS levels. The Section responsible for providing facilities, services and materials for the incident or at an EOC.

**Major Disaster:** Any hurricane, tornado, storm, flood, high-water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosions, or other catastrophe in any part of the United States which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Federal Disaster Relief Act, above and beyond emergency services by the Federal Government, to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Management by Objectives:** In SEMS field and EOC levels, this is a top-down management activity which involves a three-step process to achieve the desired goal. The steps are: establishing the objectives, selection of appropriate strategy(s) to achieve the objectives; and the direction or assignments associated with the selected strategy.

**Mass Care Facility:** A location where temporary services are provided to disaster victims during an emergency which may include lodging, food, clothing, registration, welfare inquiry, first aid, and essential social services.

**Master Mutual Aid Agreement:** An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of California to assist each other by providing resources during an emergency. Mutual aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

**Mitigation:** Pre-event planning and actions which aim to lessen the effects of potential disaster.

**Mobilization:** The process and procedures used by all organizations federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**Mobilization Center:** An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment to incidents, release, or reassignment.

**Multi-Agency Coordination:** The participation of agencies and disciplines involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

**Multi-Agency Coordination System (MACS):** The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multi-jurisdiction environment. A MAC Group functions within the MACS. MACS organizations are used within the California Fire Services.

**Multi-Agency Incident:** An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or Unified Command.

**Multi-jurisdiction Incident:** An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Management.

**Multi-purpose Staging Area (MSA):** A pre-designated location such as a County/District Fairgrounds having large parking areas and shelter for equipment and operators, which

provides a base for coordinated localized emergency operations, a rally point for mutual aid coming into an area, and a site for post-disaster population support and recovery.

**Mutual Aid Agreement:** Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

**Mutual Aid Coordinator:** An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

**Mutual Aid Region:** A mutual aid region is a subdivision of Cal OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

**Mutual Aid Staging Area:** A temporary facility established by the California Emergency Services Agency (CalOES) within, or adjacent to, affected areas. It may be supported by mobile communications and personnel provided by field or headquarters staff from state agencies, as well as personnel from local jurisdictions throughout the state.

**National Disaster Medical System (NDMS):** A coordinated partnership between DHS, HHS, DOD, and the Department of Veterans Affairs established for the purpose of responding to the needs of victims of a public health emergency. NDMS provides medical response assets and the movement of patients to healthcare facilities where definitive medical care is received when required.

**National Flood Insurance Program (NFIP):** The Federal program, created by an act of Congress in 1968 that makes flood insurance available in communities that enact satisfactory floodplain management regulations.

### **National Incident Management System**

**(NIMS):** A set of principles that provides a systematic, proactive approach guiding government agencies at all levels, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

### **National Infrastructure Coordination Center**

**(NICC):** Managed by the DHS Information Analysis and Infrastructure Protection Directorate, the NICC monitors the Nation's critical infrastructure and key resources on an ongoing basis. In the event of an incident, the NICC provides a coordinating vehicle to share information with critical infrastructure and key resources information-sharing entities.

### **National Interagency Coordination Center**

**(NICC):** The organization responsible for coordinating allocation of resources to one or more coordination centers or major fires within the Nation. Located in Boise, ID.

### **National Response Framework (NRF):**

A guide to how the Nation conducts all-hazards response.

### **National Warning System:**

The federal portion of the civil defense warning system, used to disseminate warning and other emergency information from the warning centers or regions to warning points in each state.

**One Hundred (100)-Year Flood:** The flood elevation that has a one-percent chance of being equaled or exceeded in any given year. It is also known as the base flood elevation.

### **Operational Area:**

An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.



**Operational Area Coordinator:** The individual within the operational area responsible for a specific function such as law enforcement, coroner's services, or emergency medical services.

**Operational Period:** The time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

**Operations Section:** One of the five primary functions found at all SEMS levels. The Section responsible for all tactical operations at the incident, or for the coordination of operational activities at an EOC. The Operations Section at the SEMS Field Response Level can include Branches, Divisions and/or Groups, Task Forces, Team, Single Resources and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span of control considerations.

**Planning Meeting:** A meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan. Planning meetings are also an essential activity at all SEMS EOC levels.

**Planning Section:** (Also referred to as Planning/Intelligence). One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident.

**Preparedness:** A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an

effort to ensure effective coordination during incident response. Within the National Incident Management System, preparedness focuses on the following elements: planning; procedures and protocols; training and exercises; personnel qualification and certification; and equipment certification.

**Prevention:** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

**Public Assistance (PA):** Supplementary Federal assistance provided under the Stafford Act to State and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families.

**Public Information Officer:** The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and SEMS level.

**Reception Area:** An area which, through a hazard analysis and related preparedness planning, is pre-designated to receive and care for (or provide basic needs for) persons displaced from a hazard area.

**Recovery:** Activities traditionally associated with providing Federal supplemental disaster recovery assistance under a Presidential major disaster declaration. These activities usually

begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs which provide temporary housing assistance, grants and loans to eligible individuals and government entities to recovery from the effects of a disaster.

**Recovery Plan:** A plan developed by a State, local, or tribal jurisdiction with assistance from responding Federal agencies to restore the affected area.

**Regional Director (RD):** A director of a regional office of FEMA, or his/her designated representative. As used in the Stafford Act, Regional Director also means the Disaster Recovery Manager who has been appointed to exercise the authority of the regional Director for a particular emergency or major disaster.

**Regional Emergency Operations Center (REOC):** Facilities found at Cal OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level.

**Resources:** Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

**Resources Management:** Efficient management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the National Incident Management System includes mutual aid agreements; the use of special Federal, State, local, and tribal teams; and resource mobilization protocols.

**Resources Unit:** Functional unit within the Planning Section at the SEMS Field Response

level responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resources needs.

**Response:** Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property and meet basic human needs. Based on the requirements of the situation, response assistance will be provided to an affected State under the National Response Framework using a partial activation of selected ESFs or full activation of all ESFs to meet the needs of the situation.

**Safety Officer:** A member of the Command Staff at the incident or within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

**Section:** That organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning, Logistics, Administration/Finance.

**Section Chief:** The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence, Logistics and Administration/Finance. At the EOC level, the position title will be Section Coordinator.

**Service Branch:** A Branch within the Logistics Section in the field that is responsible for service activities at the incident and includes the Communications, Medical and Food Units.

**Shelter Manager:** An individual who provides for the internal organization, administration, and operation of a shelter facility.

**Short-Term Prediction:** A prediction of an earthquake that is expected within a few hours to a few weeks. The short-term-prediction can be further described as follows:

- **Alert**--Three days to a few weeks
- **Imminent Alert**--Now to three days

**Situation Status Unit:** Functional unit within the Planning Section responsible for the collection, organization and analysis of incident status information, and for analysis of the situation as it progresses. Reports to the Planning Section Chief.

**Span of Control:** The supervisory ratio maintained within an ICS or EOC organization. A span of control of five-positions reporting to one supervisor is considered optimum.

**Special District:** A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project (as defined in California Code of Regulations 2900(s) for purposes of natural disaster assistance. This may include a joint powers authority established under section 6500 et seq. of the Code.

**Stafford Act:** Robert T. Stafford disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288.

**Staging Areas:** Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.

**Staging Area Managers:** Individuals within ICS organizational units that are assigned special managerial responsibilities at Staging Areas. (Also Camp Manager.)

**Standardized Emergency Management System (SEMS):** A system required by California Government Code for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels which are activated as necessary: Field Response, Local Government, Operation Area, Region, State.

**State Coordinating Officer (SCO):** The person appointed by the Governor to act for the State in

cooperation with the Federal Coordinating Officer.

**State Emergency Organization:** The agencies, board, and commissions of the executive branch of state government and affiliated private sector organizations.

**State Emergency Plan:** The State of California Emergency Plan as approved by the Governor.

**State of Emergency:** The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions, resulting from a labor controversy, or conditions causing a "state of war emergency", which conditions by reason of magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat.

**State of War Emergency:** The condition which exists immediately, with or without a proclamation thereof by the Governor, whenever the state or nation is directly attacked by an enemy of the United States, or upon the receipt by the state of a warning from the federal government that such an enemy attack is probable or imminent.

**State Operations Center (SOC):** An EOC facility operated by CalEMA at the state level in SEMS.

**Strike Team:** A set number of resources of the same kind and type that have an established minimum number of personnel.

**Subgrantee:** An eligible applicant in Federally declared disasters.

**Supply Unit:** Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

**Support Branch:** A Branch within the Logistics Section in the field responsible for providing personnel, equipment and supplies to support incident operations. Includes the Supply, Facilities and Ground Support Units.

**Support Resources:** Non-tactical resources under the supervision of the Logistics, Planning, Finance/Administration Sections or the Command Staff.

**Supporting Materials:** Refers to the several attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

**Task Force:** A combination of single resources assembled for a particular tactical need with common communications and a leader.

**Technical Assistance:** Support provided to State, local, and tribal jurisdictions when they have the resources but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design and hazardous material assessments).

**Technical Specialists:** Personnel with special skills that can be used anywhere within the ICS or EOC organization.

**Technological Hazard:** Includes a range of hazards emanating from the manufacture, transportation, and use of such substances as radioactive materials, chemicals, explosives, flammables, agricultural pesticides, herbicides and disease agents; oil spills on land, coastal waters or inland water systems; and debris from space.

**Time Unit:** Functional unit within the Finance/Administration Section responsible for recording time for incident or EOC personnel and hired equipment.

**Type:** Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

**Unified Area Command:** A Unified Area Command is established when incidents under an Area Command are multi-jurisdictional. (See Area Command and Management.)

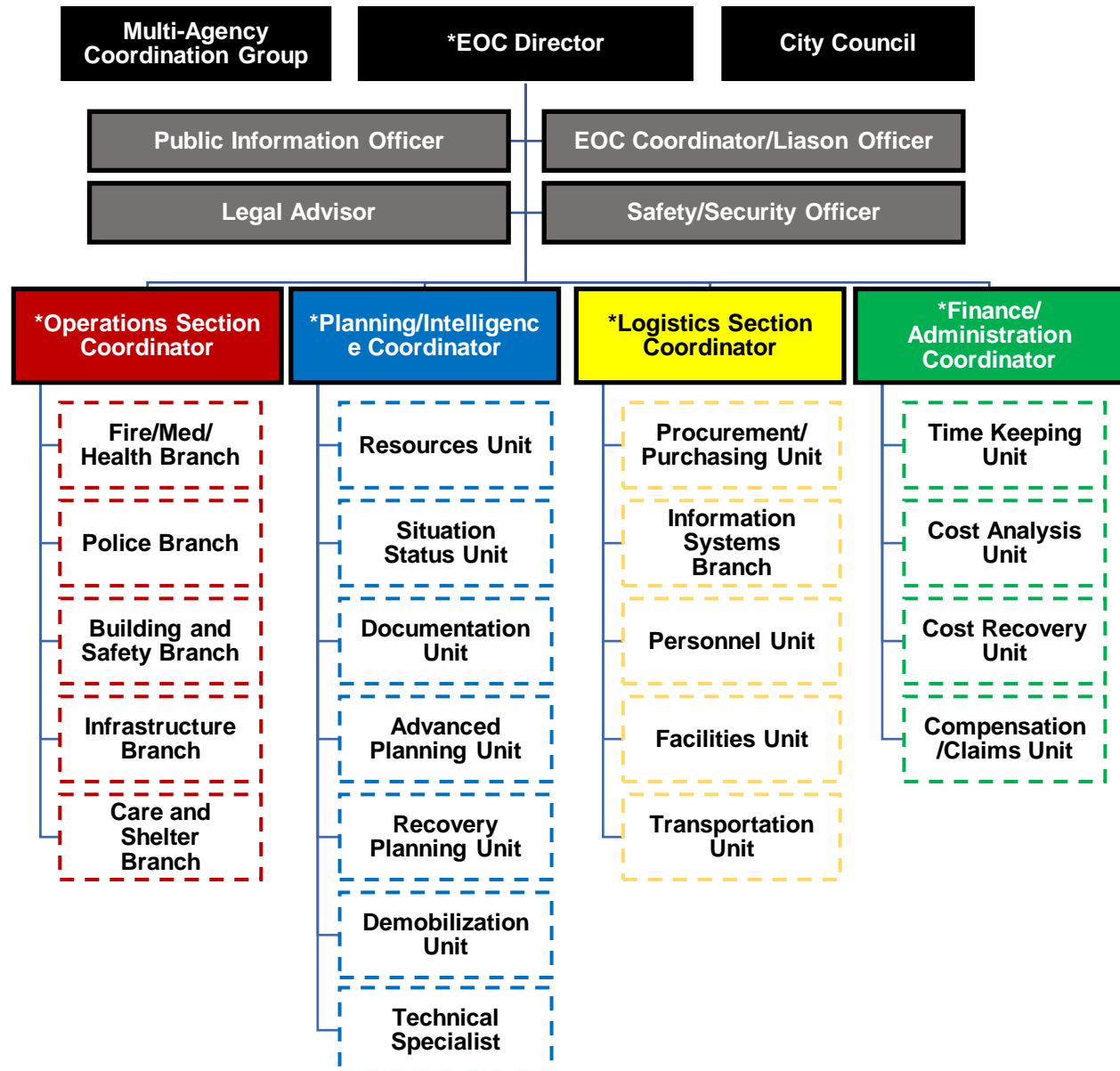
**Unified Command:** In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

**Unit:** An organizational element having functional responsibility. Units are commonly used in incident Planning Logistics, or Finance/Administration Section and can be used in operations for some applications. Units are also found in EOC organizations.

**Unity of Command:** The concept by which each person within an organization reports to one and only one designated person.

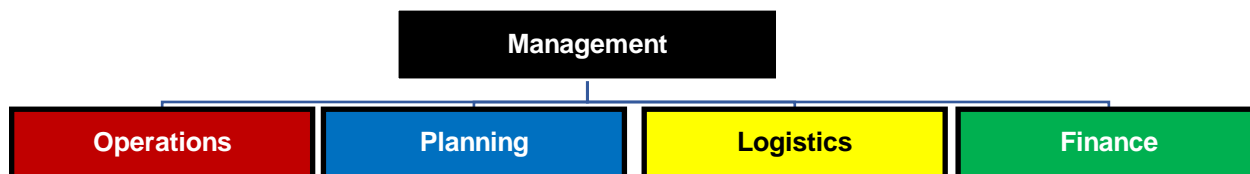
## EOC POSITIONS OVERVIEW

## VENTURA EOC ORGANIZATION CHART



Dashed lines indicate that these functions are activated only as needed.

\* If all elements are activated, a deputy may be appointed to provide a manageable span of control.  
 \*\* Position is normally coordinated by the County, but a local coordinator may be designated, if needed.  
 The Incident Command System will be used in the field. Field units will coordinate and communicate with each of the Branches under the Operations Section.

**RESPONSIBILITIES CHART****Responsibilities:****Management (Management Function)**

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental organizations, and private organizations. Management will either activate appropriate sections or perform their functions as needed.

**Operations Section**

Responsible for coordinating all jurisdictional operations in support of the disaster response by implementing the city's EOC Action Plan.

**Planning/Intelligence Section**

Responsible for collecting, evaluating, and disseminating information; coordinating the development of the city's EOC Action Plan in coordination with other sections; tracking resources assigned to the event; initiating and preparation of the city's After-Action/Corrective Action Report, Improvement Plan and maintaining documentation.

**Logistics Section**

The Logistics Section is responsible for providing communications, facilities, services, personnel, equipment, supplies, and materials.

**Finance/Administration Section**

Responsible for financial activities and other administrative aspects.

**COMMON EOC RESPONSIBILITIES**

(The following is a checklist applicable to all EOC positions).

**Activation**

- ☐ Check-in upon arrival at the EOC. (The Finance Section, Time Unit is responsible for Check-In of personnel resources to the EOC).
- ☐ Report to your EOC organizational supervisor.
- ☐ Identify yourself by putting your EOC vest on. Print your name on the EOC organization chart next to your assignment.
- ☐ Obtain a briefing on the situation from your EOC organizational supervisor.
- ☐ Determine your operating location and set it up as necessary.
- ☐ Review your position responsibilities.
- ☐ Clarify any issues regarding your authority and assignment and what others in the organization do.
- ☐ Ensure all functions within your Section are appropriately staffed. Make required personnel assignments as staff arrives.
- ☐ Log into DLAN if authorized. (Procedures can be found in the Appendices).
- ☐ Based on the situation as known or forecast, determine likely future Section needs.

**General Operational Duties**

- ☐ Establish operating procedure with the Information Systems Branch of the Logistics Section to use the telephone, radio, and data systems. Make any priorities or special requests known.
- ☐ Anticipate potential situation changes, such as severe aftershocks, in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Determine and anticipate support requirements and forward them to your EOC organizational supervisor.
- ☐ Monitor your position activities and adjust staffing and organization to meet current needs.
- ☐ Use face-to-face communication in the EOC whenever possible and document decisions and policy.

**Documentation and Reports**

- ☐ Open and maintain a position activity log. Make sure you note your check-in time on the Activity Log. (Activity Log can found in the Forms Section of the Support Documentation.) Maintain all



required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster. Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty, and assignments

*Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.*

- ☐ Review situation reports as they are received. Verify information where questions exist.
- ☐ Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- ☐ Do **NOT** throw any paperwork (notes, memos, messages, etc.) away. This documentation can be used to support FEMA reimbursement.
- ☐ Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- ☐ Brief your relief at the shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known. Use the EOC Change of Shift Briefing Worksheet. **(See Forms in the Support Documentation for the EOC Change of Shift Briefing Worksheet).**

## Resources

- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Keep up to date on the situation and resources associated with your position.
- ☐ Request additional resources through the appropriate Logistics Section Unit.

## Shift Change

- ☐ Brief incoming personnel and identify in-progress activities that need follow-up. Use the EOC Change of Shift Briefing Worksheet. **(See Forms in the Support Documentation for the EOC Change of Shift Briefing Worksheet.)**
- ☐ Provide incoming personnel the next EOC Action Plan.
- ☐ Submit completed logs, time cards, etc., to your EOC organizational supervisor before you leave.
- ☐ Determine when you should return for your next work shift.
- ☐ Leave contact information where you can be reached.



**Deactivation**

- Ensure that all required forms or reports are completed and submitted to your EOC organizational supervisor before your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate your position and closeout logs when authorized by your EOC organizational supervisor.
- Leave contact information where you can be reached.
- Maintain current status reports and displays.
- Sign out with your supervisor and on a large EOC organization/sign-in sheet.

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**MANAGEMENT SECTION – GENERAL INFORMATION****Purpose**

To direct and manage the City of San Buenaventura's response and recovery from an emergency in a uniformed, collective, collaborative and coordinated effort.

**Overview**

The Management Section is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.

Functions in the Management Section include:

- EOC Director
- Public Information Officer
- EOC Coordinator
- Liaison Officer
- Safety Officer
- Security Officer
- Legal Officer
- City Representative to the County Operational Area EOC
- Multiagency Coordination Group

**Objectives**

The overall objective of emergency management is to ensure effective response and recovery activities and resource allocation associated with all hazards. To carry out its responsibilities, Management Section will accomplish the following objectives during a disaster:

- Overall management and coordination of emergency response and recovery operations, including prioritization of critical resources.
- Provide for the protection of life, property, and the environment.
- Coordinate and liaison with appropriate federal, state, and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies.
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to inform, alert and warn the public.
- Disseminate damage information and other essential data.

## Concept of operations

The Management Section will operate under the following policies during a disaster as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing city and departmental operating procedures will be adhered to unless modified by the Multi-Agency Coordination Group or EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event unless changed by the EOC Director. Operational periods should be event-driven.
- City emergency response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency: Level 1, Level 2, or Level 3. (See Part One, Section Four for a description of the emergency management levels).

## Section activation procedures

The EOC Director is authorized to activate the Management Section.

## When to activate

The Management Section may be activated when the City's EOC is activated or upon the order of the EOC Director or designee. The Director of Disaster Services (EOC Director) will determine call-back instructions for staff to report to work. If communication systems are damaged due to a disaster, personnel shall assume they are needed and report to work immediately.

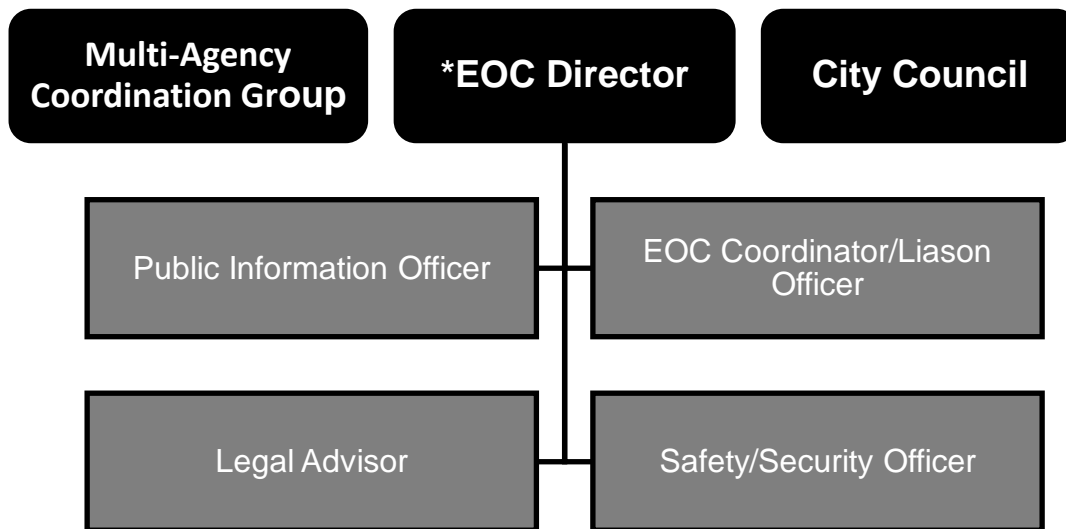
## Where to report

Due to the sensitive nature of the location of the EOC, this information regarding the primary and the alternate EOC is found in the restricted use section of this plan, the Appendix (a confidential/security document).

## Reporting procedures

The following procedures are set forth to ensure a rapid, effective response by the City of San Buenaventura following an earthquake or other major disaster or emergency.

All full and part-time City staff are considered essential emergency personnel. Under Chapter 1 (section 3211.92) of Part I of Division 4 of the State of California Labor Code are defined as "Disaster Services Workers." As such, all staff members are expected to make every reasonable effort to return to work following any disaster situation that may require the EOC's activation or their individual department or unit. If at work, staff members are expected to stay at their workstations or emergency locations unless they are injured, relieved, or dismissed by the Director of Disaster Services or their designee or their immediate supervisor.

**MANAGEMENT FUNCTION ORGANIZATION CHART****MANAGEMENT SECTION STAFF**

The Management Section is led by the EOC Director and is established for every EOC activation to coordinate EOC operations. The City Manager by city ordinance will fill this position while serving as the Disaster Services Director during a disaster/emergency. The EOC Director, the Management Staff, the General Staff (Section Coordinators), and others as designated make up the EOC Management Team. The Management team is responsible for advising the EOC Director on policy matters. They also assist the EOC Director in developing an overall strategy to mitigate the incident and rules, regulations, proclamations, and orders. Management Section also includes certain staff functions required to support the Management function.

**EOC Director**

The EOC Director is responsible for the overall management of the City's emergency response and recovery effort. The EOC Director determines the operational period and the priorities for the operational period.

**Public information officer**

The Public Information Officer (PIO) ensures that information support is provided on request; that information released is consistent, accurate, and timely, and appropriate information is provided to all required agencies and the media. The PIO will oversee media staff that ensures the video recording of public announcements, important meetings, and special interviews within the Emergency Operations Center, and the subsequent broadcast of these when instructed by the EOC Director.

**EOC Coordinator/Liaison Officer**

The EOC Coordinator/Liaison Officer serves as the point of contact for Agency Representatives from assisting organizations and agencies outside our city government structure. The EOC Coordinator/Liaison Officer aids in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. This ensures each agency is doing what it does best and maximizes the effectiveness of available resources. Any state and/or federal emergency official should contact the EOC Coordinator/Liaison Officer to ensure continuity of operations.

**Safety/Security Officer**

The Safety/Security Officer is responsible for identifying and mitigating safety hazards and situations of potential city liability during EOC operations and ensuring a safe and secure working environment. This position will be needed most at the beginning of activating the EOC. Once the safety of the EOC has been assessed, this position may be filled as needed.

**Legal Officer**

The Legal Officer is the City Attorney and provides legal advice to the EOC Director in all legal matters relative to the emergency and assists in the proclamation of an emergency.

**Multiagency Coordination Group**

The Multiagency Coordination Group is made up of department directors and others as needed to give support to the EOC Director.

**CITY COUNCIL****SUPERVISOR: Electorate****Primary Responsibilities**

- \*Proclaim and/or \*\*ratify a local emergency.
- Approve policies, recommendations, and emergency proclamations as submitted by the City Manager.
- Communicate with other elected officials.
- Disseminate disaster-related information provided by the EOC to their constituents.
- Support the EOC Director and provide policy guidance when needed.
- Obtain briefings from EOC Director and provide information to the public and media in coordination with the Public Information Officer.
- Host and accompany VIP's and government officials on tours of the emergency.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- ☐ See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- ☐ Do not respond to the EOC, unless requested to do so by the EOC Director.

**Notifications (None Applicable to This Checklist)****Meetings/Briefings**

- ☐ Receive incident briefing from EOC Director (City Manager) or designee by phone or arranged meeting location.
- ☐ Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
  - Four members of the City Council are needed for an official quorum.
  - Emergency proclamations must be ratified within seven (7) days.
  - Approve extraordinary expenditure requirements as necessary.

**Action Planning (None Applicable to This Checklist)****Documentation (None Applicable to This Checklist)**

## Policies

- ☐ Review, at least every 14 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.
- ☐ In consultation with the EOC Director, Multi-Agency Coordination Group and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.

## Resources (none applicable to this checklist)

## Ongoing Activities

- ☐ Upon request of PIO, Liaison Officer or EOC Coordinator host and accompany VIP's and governmental officials on tours of the emergency area. Coordinate all tours with PIO, Liaison Officer, and EOC Coordinator.
- ☐ Provide interviews to the media as arranged by the PIO.
- ☐ Refer all requests for emergency information to the EOC Director or PIO.
- ☐ Develop or utilize existing citizen's advisory group to address concerns, as appropriate.
- ☐ Consider developing an emergency planning task force within the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- ☐ Encourage post-event discussions in the community to identify perceived areas of improvement.

\*Proclaim a local emergency – The City Council, if in session, and the Director of Disaster Services, when City Council is not in session, can proclaim a local emergency.

\*\*Ratify a local emergency – Whenever a local emergency is proclaimed by the Director of Disaster Services, the City Council shall take action to ratify the proclamation within seven (7) days thereafter or the proclamation shall have no further force or effect. If the City Council does not ratify the local emergency, such inaction shall not affect the validity of the local emergency during the period of time it was in effect.



**MULTI-AGENCY COORDINATION GROUP****SUPERVISOR: EOC Director****Primary Responsibilities**

- **Note: Activated only if needed, and may be activated at various time periods but more than likely will not be activated continuously to avoid creating two EOCs.**
- Participate as a member of the Multi-Agency Coordinating Group providing support to the EOC Director.
- Ensure that the EOC Director has clear policy direction.
- Assist in making executive decisions based on policies of the City Council.
- Assist the EOC Director in the development of rules, regulations, proclamations and orders.
- Ensure Continuity of Government and Continuity of Operations.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Upon arrival, identify yourself as a member of the Multiagency Coordination Group and report to the EOC Director or City Manager.
- Assign Department staff to the EOC as needed.
- Clarify issues regarding your authority and assignment.

**Notifications**

- Determine if all **your** key Department personnel or alternates have been notified or are en-route to the EOC as necessary.

**Meetings/Briefings**

- Obtain a briefing or preliminary survey of the emergency/disaster from **your** staff and impact on **your** Department's operational capability.
- As appropriate, report to the EOC Director or City Manager for a briefing and provide a status report of **your** Department.

**Action Planning**

- Assist the EOC Director in the preparation of the Action Plan.

### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

### Policies

- In consultation with the Director of Emergency Services, develop temporary emergency policies for managing the strategic aspects of the emergency.

### Resources

- See Resources in Common EOC Responsibilities on page 72.
- Request additional personnel to maintain a 24-hour operation as required.

### Ongoing Activities

- Review your position responsibilities.
- Advise department staff to activate **your** Department emergency voicemail or answering machine with an appropriate message.
- Determine information needs and advise the EOC Director of those needs.
- Advise and assist the EOC Director in the release of information to the public and the media, requests for additional resources, requests for release of resources and plans for recovery, reconstruction and demobilization.
- Ensure Continuity of Government and Continuity of Operations and prepare the EOC for transition to a recovery organization to restore the City to pre-disaster conditions as quickly and effectively as possible.

**EOC DIRECTOR****SUPERVISOR: City Council****Primary Responsibilities**

- Serve as the Director of Disaster Services for the City of San Buenaventura.
- Make executive decisions based on the policies of the City Council.
- Develop and issue rules, regulations, proclamations, and orders.
- Activate the EOC and establish an appropriate staffing level.
- Exercise overall management responsibility for the coordination of the response and recovery efforts within the affected area. In conjunction with the General Staff, set priorities for response and recovery efforts, and ensure that all agency actions are accomplished within the priorities established.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Activation**

- Determine the operational status and appropriate level of activation based on the situation as known.
- Confirm the level of EOC activation and ensure that EOC positions and ICS field positions are filled as needed.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for the initial activation of the EOC.
- Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable, report to the alternate EOC.
- Ensure The EOC Is Properly Set Up And Ready For Operations.

**Start-up**

- Direct the implementation of the City's Emergency Operations Plan.
- Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

**Assignments/Staffing**

- Ensure that the Management Section is staffed as soon as possible at the level needed.
  - Public Information Officer

- EOC Coordinator
  - Liaison Officer
  - Safety Officer
  - Security Officer
  - Legal Officer
  - Multi-Agency Coordination Group
  - City Council
- Assign Section Coordinators (General Staff) as needed for:
    - Operations
    - Planning/Intelligence
    - Logistics
    - Finance/Administration
  - Assign person to record EOC Director's actions.
  - Assign staff to initiate check-in procedures. **(See Finance/Administration Support Documentation-Check-In Form.)**
  - Ensure that the EOC Organization and staffing chart is posted and that arriving team members are assigned by name.

### Notifications

- Ensure the Liaison Officer notifies the Ventura County Operational Area that City EOC personnel is notified and directed to report to the EOC.

### Meetings/Briefings

- Obtain briefing from current Incident Commander, or with persons responsible for public works, fire and police operations to obtain incident status and information or from whatever sources are available.
- Brief incoming EOC Section personnel prior to their assuming their duties. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area
  - Identification of eating and sleeping arrangements as appropriate
  - Procedural instructions for obtaining additional supplies, services and personnel
  - Identification of operational period work shifts

- Prepare work objectives for Section staff.
- Ensure that all EOC management team meetings, General Staff meetings and policy decisions are documented by a scribe.
- Establish the frequency of briefing sessions.
- Conduct periodic briefings for your Section. Ensure that all organizational elements are aware of priorities.
- Conduct periodic briefing sessions with the City Council to update the overall situation.

### Action Planning

- Schedule the first planning meeting.
- Establish overall EOC priorities and develop objectives for the Management function.
- Approve and authorize the implementation of the EOC Action Plan developed and prepared by the Planning/Intelligence Section and EOC management team.

### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Ensure that all your Section personnel and equipment time records and a record of expendable materials used are provided to the Time Keeping Unit and Cost Recovery Unit of the Finance/Administration Section at the end of each operational period.

### Policies

- Confirm the delegation of authority. Obtain any guidance or direction as necessary.
- Determine appropriate delegation of purchasing authority to the Supplies/Procurement Unit of the Logistics Section.

### Ongoing Activities

- Direct the implementation of the City's Emergency Operations Plan.
- Ensure that telephone, radio and data communications with other facilities are established and tested.
- Ensure that all departments account for personnel and work assignments.
- Carry out responsibilities of all other EOC Sections not currently staffed.
- Develop and issue appropriate rules, regulations, proclamations and orders.
- Initiate Emergency Proclamations as needed (**See Management Support Documentation – Legal Documents.**)

- Consider activating the Multi-Agency Coordination Group to address citywide issues (i.e. reduced hours of operations for regular city business), continuity of government and continuity of operations issues.
- Set priorities for restoration of city services.
- In conjunction with the PIO, coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination.
- Authorize PIO to release information to the media and to access the Emergency Alert System (EAS) via the Ventura County Operational Area EOC if necessary.
- Ensure that the Liaison Officer is providing for and maintaining positive and effective inter-agency coordination.
- Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
- Keep the Mayor, City Council and the Operational Area informed of all problems and decisions.
- Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing or Psychological First Aid as appropriate in coordination with Personnel Unit of the Logistics Section.

#### Resources

- See Resources in Common EOC Responsibilities on page 72.
- Request additional personnel to maintain a 24-hour operation as required.
- Determine if support is required from other jurisdictions; request mutual aid from the Ventura County Operational Area. Logistics Section will implement all Mutual Aid requests.

#### Deactivation

- Authorize deactivation of sections, branches or units when they are no longer required. Approve the Demobilization Plan (drafted by Planning).
- Ensure that the Liaison Officer notifies the Ventura County Operational Area, adjacent facilities and other EOCs as necessary of planned time for deactivation.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Ensure that the Planning Section Coordinator schedules a debriefing and critique of the disaster operations to incorporate into the After-Action/Corrective Action Report.
- Deactivate the EOC and close out logs when the emergency no longer requires activation.
- Proclaim termination of the emergency and proceed with recovery operations.

**PUBLIC INFORMATION OFFICER****SUPERVISOR: EOC Director****Primary Responsibilities**

- Serve as the dissemination point for all media releases related to city impacts and activities. Other agencies wishing to release information regarding the City of Ventura to the public should coordinate through the Public Information function.
- Coordinate use of the City's public notification system, VC Alert, 211, and the City's website.
- Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status, relief programs and services and other information. Information released should be posted in hard copy in the EOC and to D-Lan.
- Review and coordinate all related information releases, including dissemination of emergency information to city departments to keep employees apprised of the situation.
- Maintain a relationship with the media representatives and hold periodic press conferences as required.
- Provide news releases, answer questions the media may have, and arrange for tours or photo opportunities of the incident.
- If multiple agencies and/or jurisdictions are affected and response operations are expected over 24 hours, a Joint Information Center (JIC) may be activated. The JIC could also expand to include county, state and federal agencies. If a JIC is established the PIO shall coordinate with and may send a representative to the JIC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- ☐ Clarify any issues regarding your authority and assignment.
- ☐ Determine need for additional PIO personnel and request approval from the EOC Director. Forward the request to Logistics Section. (Note: In a large-scale event, providing public information will exceed the capabilities of a single individual. The public information function may grow to a team effort.
- ☐ Provide sufficient staffing and telephones to handle incoming media and public calls and to gather status information.
- ☐ Consider establishing and staffing a hotline to answer inquiries from the public as needed.
- ☐ Establish staff to monitor a rumor control function to identify false or erroneous information. Develop procedure to be used to correct such information.

**Notifications**

- ☐ Notify EOC sections and PIO's in the field that the PIO function has been established in the EOC. Distribute PIO phone numbers and contact information.
- ☐ Notify local media of PIO contact numbers.
- ☐ Notify the Op Area JIC that the PIO function has been established and provide PIO contact numbers.
- ☐ Contact cable channels to disseminate emergency information/updates on cable channels either through message board or live taping of Mayor or EOC Director.

**Meetings/Briefings**

- ☐ Attend all Section meetings and briefings.
- ☐ Arrange for meetings between media and city officials or incident level PIOs for information on specific incidents.
- ☐ Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information.
- ☐ Periodically prepare briefings for the elected officials or executives, as needed and directed by the EOC Director.

**Action Planning**

- ☐ Assist the Management Section in developing Section objectives for the EOC Action Plan.

**Documentation**

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.
- ☐ Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center and DLAN and other appropriate areas.
- ☐ Maintain file copies of all information releases.
- ☐ Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- ☐ Prepare a briefing sheet to be distributed to all employees at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, Local Assistance Center locations, etc.
- ☐ Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- ☐ Prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation guidance, evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of shelters.



- Develop a fact sheet for field personnel to distribute to residences and local businesses, as appropriate (include information about water and electrical outages/shortages, water supply stations, health services, etc.).
- Ensure file copies are maintained of all information released and posted in the EOC.
- Provide copies of all releases to the EOC Director.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.

### Policies

- Implement City PIO/media procedures. **(Management Section Supporting Documents.)**
- Obtain approval from the EOC Director for the release of all information.
- Secure guidance from the EOC Director regarding the release of available information, and authorization to access the Emergency Alert System (EAS) and the cable system, if needed. **(See Management Support Documentation, Emergency Alert System Procedures.)**
- Be sure that all elected officials, departments, agencies and response organizations in the city are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the EOC Director before releasing information to the media.
- Coordinate PIO activities with County of Ventura PIO if an Op Area JIC is established.

### Ongoing Activities

- Coordinate all media events with the EOC Director.
- Respond to information requests from the EOC Director and EOC management team.
- Keep the EOC Director advised of all unusual requests for information and of all major, critical or unfavorable media comments.
- Determine requirements for support to the PIO function at other EOC levels.
- Coordinate with Incident Commanders and field PIOs to work with the media at incidents.
- Assist in making arrangements with adjacent jurisdictions for media visits, as appropriate.
- Coordinate with an activated Op Area JIC to:
  - Ensure coordination of local, state and federal and the private sector public information activities.
  - Obtain technical information (health risks, weather, etc.).
  - Consider sending a city PIO representative to the Op Area JIC if established.
- Establish a Media Information Center in the lobby of the Police/Fire Administration Building, if needed. Provide necessary work space, materials, telephones and staffing. If there are multiple

local, state and federal agencies involved consider establishing a Joint Information Center (JIC) or if a JIC is established, designate staff to participate at the JIC.

- Schedule and post times and locations of news briefings in the EOC, Media Information Center and other appropriate areas.
- Develop an information release program and schedule.
- Obtain, process, and summarize information in a form usable in presentations.
- Develop and/or obtain secure maps, fact sheets, pictures, status sheets and related visual aids for media.
- Determine which radio and TV stations are operational. **(See Management Support Documentation.)**
- Broadcast emergency information/updates on cable television, either through message board or live taping of Mayor or EOC Director.
- Ensure you make a digital recording of all interviews that you give.
- Interact with other branches/groups/units to provide and obtain information relative to public information operations.
- Coordinate with the Situation Status Unit of the Planning/Intelligence Section and define areas of special interest for public information action. Identify means for securing the information as it is developed.
- Maintain an up-to-date picture of the situation for presentation to media.
- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer, and EOC Director and City Council.
- Monitor broadcast media to:
  - Get general information
  - Identify and correct inaccurate information
  - Identify and address any rumors
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).
- Warn all non-English speaking and hearing impaired persons of the emergency situation/hazard by:
  - Using bilingual employees whenever possible.
  - Translating all warnings, written and spoken, into appropriate languages.
  - Contacting media outlets (radio/television) that serve the languages you need.
  - Utilizing 9-1-1 translation services and video services to contact the deaf.
- Issue timely and consistent advisories and instructions for life safety, health and assistance:

- What to do and why.
  - What not to do and why.
  - Hazardous areas and structures to stay away from.
  - Evacuation routes, instructions and arrangements for persons without transportation or access and functional needs (non-ambulatory, sight-impaired, etc.).
  - Location of mass care shelters, first aid stations, food/water distribution points, etc.
  - Location where volunteers can register and be given assignments.
  - Street, road, bridges and freeway overpass conditions, congested areas to avoid and alternate routes to take.
  - Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal.
  - Curfew information.
  - School information (The School District should issue specific information. The City PIO can issue general information authorized by the School District).
  - Weather hazards when appropriate.
  - Public information hotline numbers.
  - Status of Local Proclamation, Governor's Proclamation or Presidential Declaration.
  - Local, state and federal assistance available; locations and times to apply.
  - Local Assistance Center (LAC) locations, opening dates and times.
  - How and where people can obtain information about relatives/friends in the emergency/disaster area. (Coordinate with the Ventura County Human Services Agency and the American Red Cross on the release of this information).
- ☐ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

## Resources

- ☐ See Resources in Common EOC Responsibilities on page 72.
- ☐ Determine requirements for support to the emergency public information function at other EOC levels.

## Deactivation

- ☐ See Deactivation in Common EOC Responsibilities on page 73.

**EOC COORDINATOR/LIAISON OFFICER****SUPERVISOR: EOC Director****Primary Responsibilities**

- Coordinate with Agency Representatives assigned to the EOC and handle requests from other agencies for sending liaison personnel to other EOCs.
- Function as a central location for incoming Agency Representatives, provide workspace, and arrange for support as necessary and provide an orientation briefing, as appropriate.
- Assist the EOC Director in providing orientations for VIPs and other visitors to the EOC.
- Interact with other sections and branches/groups/units within the EOC to obtain information assist in coordination and ensure the proper flow of information.
- Ensure that all developed guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.
- Provide outside agency information and guidance to the EOC Director.
- Maintain contact with the Ventura County Operational Area EOC Liaison Officer.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Contact all on-site Agency Representatives. Make sure:
  - They have signed into the EOC.
  - They understand their assigned function.
  - They know their work location.
  - They understand EOC organization and floor plan (provide both).
  - They have a copy of the EOC Action Plan once available.
- Determine if outside liaison is required with other agencies such as:
  - Local/county/state/federal agencies/school districts
  - Volunteer organizations (Auxiliary Communications Services, Community Emergency Response Teams, Volunteer Organizations Active in Disasters)
  - Non-governmental agencies (American Red Cross, United Way, etc.)
  - Private sector organizations
  - Utilities not already represented
  - Special Districts not already represented
- If the County has activated an Inter-Agency Coordinating Group, ensure a city representative attends and represents city issues.

- Know the working location for any Agency Representative assigned directly to a branch/group/unit.

### Notifications

- Notify pre-identified outside agency reps that the EOC has been activated. Request an Agency Representative, as appropriate.
- Determine if there are communication problems in contacting outside agencies. Provide information to the Information Systems Branch of the Logistics Section.

### Meetings/Briefings

- Attend and participate in Management Section meetings and briefings.
- Brief Agency Representatives on current situation, priorities and EOC Action Plan.
- Provide periodic update briefings to Agency Representatives as necessary.

### Action Planning

- Assist the EOC Director in developing Management objectives for the EOC Action Plan.

### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Compile list of Agency Representatives (agency, name, EOC phone) and make available to all Section and Branch/Group/Unit Coordinators.
- Provide personnel and equipment time records to the EOC Director at the end of work shift.

### Resources

- See Resources in Common EOC responsibilities on page 72.
- Determine status and resource needs and availability of other agencies.
- Facilitate requests for support or information that they City can provide.
- Keep up-to-date on the general status of resources and activity associated with the City.

### Ongoing Activities

- Provide EOC organization chart, floor plan and contact information to all Agency Representatives.
- Maintain ongoing contact with all agency Liaisons involved with the incident response and provide information to the Planning/Intelligence Section. If agency liaisons are not assigned to be on-site at the EOC, establish plan of communication with each appropriate liaison.

- Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the EOC.
- Arrange and coordinate any VIP tours with PIO, EOC Director and EOC Coordinator.
- Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries.
- Act as liaison with county, state or federal emergency response officials and appropriate city personnel.
- Respond to requests from sections and branches/groups/units for Agency information. Direct requesters to appropriate Agency Representatives.
- With the approval of the EOC Director, provide agency representatives from the City EOC to other EOCs as requested, if available.

**LEGAL OFFICER****SUPERVISOR: EOC Director****Primary Responsibilities**

- Prepare proclamations, emergency ordinances and other legal documents and provide legal services as required.
- Maintain legal information, records and reports relative to the emergency. (See Management Support Documentation – Legal Documents.)
- Commence legal proceedings as needed.
- Participate as a member of the EOC management team when requested by EOC Director.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Report to the EOC Director.
- Clarify issues regarding your authority and assignment.
- Determine 24-hour staffing requirements and request additional support as required.

**Notifications (none applicable to this checklist)****Meetings/Briefings**

- Attend Management Section meetings and briefings as requested.

**Action Planning**

- Assist the Section in developing Section objectives for the EOC Action Plan.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the EOC Director.
- Prepare documents relative to the demolition of hazardous structures or conditions.

- ☐ Develop rules, regulations and laws required for the acquisition and/or control of critical resources.
- ☐ Provide personnel and equipment time records to the EOC Director at the end of each work shift.

Policies (none applicable to this checklist)

- ☐ Provides interpretation of city, county, state and federal ordinances, statutes and regulations.

Resources

- ☐ See Resources in Common EOC Responsibilities on page 72.

Ongoing Activities

- ☐ Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- ☐ Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions.
- ☐ Advise the EOC Director on areas of legal responsibility and identify potential liabilities.
- ☐ Advise the City Council, EOC Director and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies.
- ☐ Keep the EOC Director advised of your status and activity.



**SAFETY/SECURITY OFFICER****SUPERVISOR: EOC Director****Primary Responsibilities**

- Ensure that all facilities used in support of EOC operations have safe operating conditions.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.
- Provide twenty-four hour a day security for EOC facilities.
- Control personnel access to facilities in accordance with policies established by the EOC Director.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Report to the EOC Director.
- Clarify issues regarding your authority and assignment.
- Determine current security requirements and establish staffing as needed.

**Notifications**

- Complete a radio or communications check with all on-duty security personnel as appropriate.

**Meetings/Briefings**

- Attend all Management Section meetings and briefings.

**Action Planning**

- Assist the Section in developing Section objectives for the EOC Action Plan.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Provide personnel and equipment time records to the EOC Director at the end of each work shift.
- Consider need for vehicle traffic control plan. Develop if required.

## Policies (none applicable to this checklist)

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Determine needs for special communications. Make needs known to the Information Systems Branch of the EOC Logistics Section.

## Ongoing Activities:

- Support Safety and Security Officers in the field to ensure safety and security of field operations for employees and volunteers.
- Tour the entire facility area and determine the scope of on-going operations.
- Evaluate conditions and advise the EOC Director of any conditions and actions which might result in liability—e.g. oversights, improper response actions, etc.
- Provide executive security as appropriate or required.
- As requested, provide security for any EOC critical facilities, supplies or materials.
- Establish or relocate security positions as dictated by the situation.
- Determine needs for special access facilities.
- Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is compliant with OSHA requirements.
- Study the facility to learn the location of all fire extinguishers, fire hoses and emergency pull stations.
- Be familiar with particularly hazardous conditions in the facility.
- Ensure that the EOC location is free from environmental threats (i.e., radiation exposure, air purity, water quality, etc.)
- If the event that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Assist in any EOC evacuation.
- Assist in sealing off any dangerous areas. Provide access control as required.
- Keep the EOC Director advised of safety and security conditions.
- Coordinate with Compensation/Claim Unit of the Finance Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

**MANAGEMENT SUPPORT DOCUMENTATION****PROCLAMATIONS - LOCAL AND STATE EMERGENCY**

When there is a condition of extreme peril or potential peril to the safety of persons and property, and the condition is beyond the capability of the local forces to control effectively, the City Council, or a person authorized by ordinance, may proclaim that a local emergency exists. A local emergency may be proclaimed to exist due to a specific situation, such as flood, fire, storm, earthquake, epidemic, drought, sudden and severe energy shortage, or other conditions. The type of disaster, date of occurrence, and the area affected are to be identified. (See examples of local emergency proclamations/resolutions in **Exhibits 1, 2, 3, and 4.**) A copy of the resolution must be provided to the Ventura County Operational Area for transmission to Cal OES.

To qualify for assistance under the state California Disaster Assistance Act (CDAA), such proclamations must be made within 10 days of the event.

The governing body must review the need for continuing the Local Emergency Proclamation **at least every 60 days. No review should exceed 60 days** and the failure to do so terminates the Local Emergency Proclamation by operation of law.

The Proclamation of a Local Emergency:

- Gives public employees and governing bodies certain legal immunities for emergency actions taken.
- Enables local agencies to request state assistance under the State CDAA.
- Allows the chief executive or other authorized official designated by local ordinance to:
  - Establish curfews.
  - Take any measures necessary to protect and preserve public health and safety.
  - Exercise all authority granted by local ordinance.

**Local Resolution Requesting State Director, Office Of Emergency Services,  
Concurrence In Local Emergencies**

Following the proclamation of a local emergency and in the event public real property has been damaged or destroyed, and assistance is needed in the repair and restoration, the governing body may request the Cal OES Director to concur in their proclamation of a local emergency and to provide assistance under the California Disaster Assistance Act (CDAA). The resolution must indicate the nature and date of the emergency and the person designated to receive, process, and coordinate all aid. The resolution will be sent to Cal OES through the Ventura County Operational Area.

To assist the Cal OES Director in evaluating the situation, and in making a decision on whether or not to concur in the local emergency, the following is required to accompany the resolution:

- Certified copy of Local Emergency Proclamation (see Exhibits 1, 2, 3 or 4).
- Damage Assessment Summary

**Note: The Local Emergency proclamation must be made within 10 days of the occurrence to qualify for assistance under the California Disaster Assistance Act.** The following financial assistance is available through Cal OES under the CDAA:

- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

## State of Emergency/Presidential Declaration

### Resolution Requesting Governor to Proclaim a State of Emergency

After a proclamation of a local emergency, the governing body of the city or county, having determined that local forces are unable to mitigate the situation, may request by resolution that the Governor proclaim a state of emergency in the area to invoke mandatory mutual aid and provide state assistance under CDAA. A copy of the request for a Governor's Proclamation, with the following supporting data, will be forwarded to the Cal OES Director through the Ventura County Operational Area.

- Certified copy of the local emergency proclamation (**see Exhibits 1, 2, 3 and 4**).
- Damage Assessment Summary (to be provided if state financial assistance under provisions of the California Disaster Assistance Act is requested).

Financial assistance available:

- Eligible disaster response costs;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

Cal OES prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor's Proclamation, Cal OES prepares the proclamation.

### Presidential Declaration

Following the above procedures, the governing body of the local jurisdiction may also pass a resolution asking the Cal OES Director to recommend that the Governor request a Presidential Declaration of a Major Disaster under the authority of Public Law 93-288 (Stafford Act). The Governor's Request to the President is submitted through the Federal Emergency Management Agency (FEMA). Supplementary justification data may be required to accompany the local resolution (certified copy) and Damage Assessment Survey.

Financial assistance available:

- Individual assistance to the private sector;

- Matching fund assistance for cost sharing required under federal disaster assistance programs (subject to state eligible project criteria);
- Local agency overtime costs and the costs of supplies used during eligible disaster response projects;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

### Local Proclamation of Termination of Local Emergency

The governing body must review the need for continuing the local Emergency Proclamation **at least every 60 days**, and proclaim the termination of at the earliest possible date. **No review should exceed 60 days from the last review** and the failure to do so terminates the local Emergency Proclamation by operation of law.

**Government Code Section 8630:** “(a) A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body. (b) Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body. (c) The governing body shall review the need for continuing the local emergency at least once every 60 days until the governing body terminates the local emergency. (d) The governing body shall proclaim the termination of the local emergency at the earliest possible date that conditions warrant.”

- Exhibit 1** Resolution Requesting Governor to Proclaim a “State of Emergency” and a Request for State and Federal Assistance **(See Appendix)**
- Exhibit 2** Resolution Proclaiming Existence of a Local Emergency and Rendering Certain Emergency Orders **(See Appendix)**
- Exhibit 3** Proclamation and Order of the Director of Emergency Services Proclaiming Existence of a “Local Emergency” **(See Appendix)**
- Exhibit 4** Resolution Requesting a Presidential Declaration and Asking for Assistance Due to the Extent and Severity of the Proclaimed Local Emergency **(See Appendix)**

## REPORTING TO WORK FOLLOWING A DISASTER

### During Nonworking Hours

All employees are to report to work per Rule VII, Section 11 of the City of Ventura Personnel Rules and Regulations or as otherwise outlined in Labor Memoranda of Understanding.

City of Ventura Personnel Rules and Regulations, Rule VII, Section 11

Section 11: EMERGENCY CALLBACKS TO WORK. In the event of a City emergency situation, all employees who are contacted to return to work on an overtime basis, unless physically incapacitated, must do so. Any employee who is contacted to come back to work on an overtime basis, due to a City emergency situation, who fails to do so due to outside employment, may be subject to disciplinary action.

## PUBLIC INFORMATION OFFICER (PIO) SUPPORT DOCUMENTS

The City is responsible for providing the public with accurate, timely, and consistent information in an emergency. Informing the public is a special priority during emergency incidents, and the public expects timely information about the emergency.

The objectives of Emergency Public Information are to:

- Rapidly provide the general public with information about the emergency and instructions about what they should do.
- Provide the media with accurate, timely information about the extent of the emergency and response efforts.

To meet these objectives, public information officers (PIOs) at all levels must work together and with media representatives to disseminate information and instructions to the public when emergencies occur. The PIO team should:

- Provide a PIO planning/work area in or near the EOC.
- Coordinate with the Incident Command Post staff to establish a Media Photo Site for visual access near the scene of the incident.
- Establish a Media Information Center for briefing the news media.
- Establish a rumor control function to respond to public and media inquiries.
- Coordinate with the Liaison Officer and EOC Coordinator to handle VIP tours.

Any public information materials are to be developed with inclusionary messaging, meaning that the documents should be provided in accessible formats and integrate the needs of persons with disabilities.

PIO team should use multiple delivery methods to ensure maximum coverage to all population groups, such as social media (Facebook, Twitter, Nixle, NextDoor).

The **primary role** of the PIO is to disseminate emergency instructions and critical information through the media to the public.

A **secondary function** is to provide the public (through the media) with accurate and complete information regarding incident cause, size, status, resources committed, and potential short or long-term impacts, if known. For significant incidents or incidents involving numerous response agencies, PIOs from all responding agencies should combine to form a public information team under the direction of the designated PIO in the EOC.

## Emergency Notification

Emergency notification instructions and advisories are primarily the City's responsibility. During the initial emergency phase, the PIO will assist in alerting the public to hazards and providing emergency instructions regarding protective actions to be taken to avoid injury and protecting property. These public notifications should be made as soon as possible through the broadcast media to provide adequate time for response.

Notifications should include local and national wire services. To notify news media of a breaking story, give the following information:

- Your name and title
- City of San Buenaventura
- Type of incident
- Safety information
- Location of incident
- Any additional information for the news media (command post location, equipment on scene, best access route, etc.).

The PIOs will release emergency public information locally and provide status information to PIOs at higher levels of government. This information should be coordinated with all agencies involved in the incident.

## Emergency Phase

During this phase, the public information system is mobilized to provide public information of a pending hazard or to respond to media and public inquiries.

The PIO is an essential part of the field level and EOC Command Staff. The PIO function should be established as soon as possible to ensure prompt access to all current emergency response and health or safety information available. On-scene PIOs will coordinate with the PIO in the EOC.

Rapid dissemination of information is especially critical in a breaking event. The information should advise the public of the potential hazards and the nature of the hazard, area involved, evacuations, and traffic control.

## Rumor Control

Government is responsible for providing information and instructions to the public and establishing an effective rumor control system. It is important to establish Rumor Control to respond to direct public and media inquiries.

## Media Information

### Joint Information Center or Media Center

Media accommodation begins with access to the scene through a Joint Information Center or Media Center. It is important to remember that the media is an important element of emergency response as they can provide critical information to the Incident Commander/EOC Director and staff, and the public.

On more minor incidents, a Media Information Center should be established to provide warning or precautionary information and to release information:

- On general safety instructions to the public via the media.
- Relating to the response activities on scene, medical, shelter, road/street closures, and damage assessment.
- On the status of the incident, deaths (when confirmed by the Medical Examiner), injuries, displaced persons, damages, hospital status, school status, and major problems.

The Media Information Center should be marked if located within law enforcement lines. It should be staffed by qualified PIOs and open to all authorized news media representatives. The Media Information Center should be closed to the general public. Appropriate government officials and incident specialists may be brought into the Media Information Center area for interviews.

When working with the media, it is important to provide:

- Location of media center(s)
- Best access routes to the media center
- Location of media access photo sites
- Times of news briefings
- Airspace restrictions
- Street closures/detours
- Shelter and hospital addresses
- Hazardous materials dangers
- Language assistance for non-English speaking journalists
- Scheduled media tours of the incident area (coordinate with the Liaison Officer)
- Weather information

A Joint Information Center should be established when multiple jurisdictions, agencies, and levels of government are involved in the response. The PIOs at the Joint Information Center will employ the Joint Information System to share and coordinate public information, whether formally or informally, to ensure the delivery of accurate and timely information the public needs and wants.



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## Media Identification

Provisions for press passes should be determined before an incident occurs. Generally, the law enforcement agency issues press passes to representatives from legitimate news gathering agencies. Provisions for a system of temporary press passes should be addressed to cover the occasion when legitimate journalists arrive on the scene of a major incident.

As a general guideline, any person employed by a news gathering agency, be it newspaper, wire service, television or radio station, or as a freelance journalist or photojournalist, is authorized access to disaster areas under Penal Code section 409.5 (d) or PC 409.6(d). As a general rule, media representatives should not be admitted to National Defense Areas such as the crash site of a military aircraft (66 Ops. Cal. Atty. Gen. 497(1983).

Other means of identification are Media Vehicle Placards and Press Photographer license plates (California vehicle Code Section 5008). The Department of Motor Vehicles, Special Plate Section states in part:

*"Any person who is regularly employed or engaged as a bona fide newspaper, newsreel, or television photographer or cameraman may apply for press photographer's plates. No more than one set of the special plates will be issued to a press photographer. Photojournalists must derive more than 50% of their personal income as a press photographer from a bona fide news organization."*

These plates can be identified by the letters PP inside a triangle shaped shield, followed by a number. These vehicle identification plates serve only to identify the vehicle as the property of a media representative and all persons inside the vehicle should be properly identified.

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## News Conferences and Briefings

The Media Information Center should be able to accommodate all media representatives during news conference briefings. State policy allows all media representatives equal access to information developed for release. Physical access to the media center and site could be controlled or restricted. If access is controlled or restricted, public safety personnel at the perimeter/barriers must be instructed in these procedures. For access within police and fire lines, media representatives must have valid "authorized" media identification issued by public safety agency or authorization on company letterhead (67 Ops.Cal.Atty.Gen.535 (1984)).

Media briefings and press conferences should be conducted on a regular or "as needed" basis. In preparing for briefings and press conferences, PIOs shall:

- Arrange for an official spokesperson.
- Announce briefings times to all media.
- Arrange media tours if such action will not hinder response efforts. (coordinate with the liaison officer.)
- Conduct tours for media pool representatives as needed.

PIOs should ensure that all information available for release is clear, concise, confirmed, and approved by appropriate authorities before release to the media or public. PIOs should not release unconfirmed

information or speculate. Information, which is not confidential, would not hamper an investigation or jeopardize an individual's rights and safety should be released.

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### Media Pools

The media should be allowed reasonable access. If restrictions or limitations are unavoidable, a "pool" system may be used to avoid congestion. Journalists on the scene should be permitted to select representatives from each medium (radio, television, newspaper, wire service, magazine, video, and still photographers). They should also consider selecting representatives from each level of coverage (local, regional, national and international). These are then escorted into the area. These representatives will then share all information, photographs, and video/audiotape with other accredited journalists. Only journalists present when the pool is activated should be allowed access to pool material. A sign-up sheet may be used to record participants.

When access by the media must be denied or severely restricted, a valid explanation must be provided. The media pool is seen as a restriction placed on the media and coverage of the news. Media pools should be considered only as a last resort. Media representatives must be reasonably accommodated at disaster scenes.

Journalists selected as pool members must be willing and able to meet deadlines and share video, audio, or still coverage in a timely manner to all entitled to material generated by the media pool. Journalists not assigned to the media pool must obey the lawful orders of public safety officers. Once the media pool is formed, only authorized pool members may have access to the immediate scene while access is limited.

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### Media Access Photo Sites (MAPS)

Media Access Photo Sites (MAPS) should be established for photojournalists to provide visual access. MAPS are specific locations designated for use by still and video media to provide visual access to emergency, crime, and hazardous materials scenes. The MAPS should be identified and established as a priority by the PIO or knowledgeable representative of the Incident Commander.

Criteria considered in identifying locations for Media Access Photo Sites:

- The site should be as close as possible to the incident yet not interfere with the operation of public safety officers or compromise the safety of media representative.
- The location should be chosen to give the best visual access to all areas of interest associated with the incident.
- The need to locate video trucks and support equipment as close as possible for technical reasons should be considered.

Journalists will have access to the media photo site; however all media briefings and interviews should be conducted at the Media Information Center near the Command Post or EOC.

In the event that the incident falls under the jurisdiction of the National Transportation Safety Board (NTSB), the media photo site should be activated immediately by the PIO Function. The law enforcement agency will act as the investigator's agent when restricting access. They will decide on access. Officers are urged to treat the area as a crime scene, even though the incident may not have been the result of an obvious criminal act. Media photo sites should be placed outside the immediate crime scene area(s).

## Post Emergency Phase

### Recovery

Information will continue to be released after termination of the emergency. This will include information on clean up, possible health effects, traffic reports, restoration of essential services, extent of damage and available assistance programs available. It is the responsibility of the PIO to:

- Advise the public of recovery efforts
- Provide for public meetings to address public concerns.
- Continue monitoring public attitudes and revise public information strategies accordingly.
- Reduce tension by issuing news releases on a regular basis.
- Record and evaluate actions taken during incident for after action report.
- Consider contacting the media for their input into the after action report.
- Ensure that the PIO has business cards with phone numbers to give to media.

The following information should be released to the public when providing EMERGENCY public information.

### Lifesaving/Health Preservation Instructions

- What to do (and why) and what not to do (and why)
- Information (for parents) on status and actions of schools (if in session)
- Hazardous/contaminated/congested areas to avoid
- Curfews
- Road, bridge, freeway overpass, dam conditions, and alternate routes to take.
- Evacuation:
  - Routes.
  - Instructions (including what to do if vehicle breaks down).
  - Arrangements for persons without transportation.
  - Location of mass care/medical/
  - Coroner facilities, food, safe water. Status of hospitals.
- First aid information
- Firefighting instructions
- Emergency telephone number (otherwise request people not to use telephone). Stress to out-of-area media that people should NOT telephone into the area. Lines must be kept open for emergency calls

- ☐ Instructions/precautions about utility use, sanitation, how to turn off utilities
- ☐ Essential services available: hospitals, grocery stores, banks, pharmacies, etc.
- ☐ Weather hazards/health risks (if appropriate)

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#### Emergency Status Information

- ☐ Before release, clear all information with the EOC Director.
- ☐ Verify all information before release
- ☐ Provide all hotline numbers
- ☐ Description of the emergency situation, including:
  - Number of deaths and injuries
  - Property damage to city and businesses and dollar value
  - Persons displaced
  - Magnitude of earthquake, number of fires, etc.
- ☐ Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, etc.)
- ☐ Status of Local Proclamation, Governor's Proclamation and Presidential Declaration
- ☐ Where people should report/call to volunteer
- ☐ How people in other areas can obtain information about relatives/friends in the disaster area (coordinate with Red Cross on release of this information). How disaster victims can locate family members

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#### Other Useful Information

Usually this type of information will be released in the Recovery Period because of lack of time and other priorities during other phases.

- State/Federal assistance available.
- Disaster Application Center opening dates/times.
- Historical events of this nature.
- Charts/photographs/statistics from past events.
- Human interest stories
- Acts of heroism
- Historical value of property damaged/destroyed
- Prominence of those killed/injured.

**MEDIA PHONE LIST - RADIO/TV/PRINT**

## Television

## Local – Ventura County

**KEYT – Channel 3**

730 Miramonte Drive,  
Santa Barbara, CA 93109

[www.keyt.com](http://www.keyt.com)

General Information	805-882-3933
New Room Direct	805-882-3930

## Local – Los Angeles County

**CNN (Cable News Network)**

6430 Sunset Boulevard, Suite 300  
Los Angeles, CA 90028

[www.cnn.com](http://www.cnn.com)

General Information	323-993-5000
Fax	323-993-5081

**KCBS - Channel 2****CBS Studio City Broadcast Center**

4200 Radford Avenue  
Studio City, CA 91604

[www.cbs2.com](http://www.cbs2.com)

General Information	818-655-2000
News Room Direct	323-460-3316
Fax	323-464-2526

**KNBC - Channel 4**

3000 W. Alameda Avenue, Room 2201  
Burbank, CA 91523

[www.knbc.com](http://www.knbc.com)

General Information	818-840-4444
News Room Direct	818-840-3425
Fax	818-840-3535

**KTLA - Channel 5**

5800 Sunset Boulevard  
Los Angeles, CA 90028

[www.ktla.trb.com](http://www.ktla.trb.com)

General Information	323-460-5500
News Room Direct	323-460-5501
Fax	323-460-5333

**KABC - Channel 7**

500 Circle Seven Drive  
Glendale, CA 91201

[www.abclocal.go.com/kabc](http://www.abclocal.go.com/kabc)

General Information	818-863-7777
News Room Direct	818-863-7500
After 6:00 p.m.	818-863-7600
Fax	818-863-7080

**KCAL - Channel 9**

Same information as KCBS  
(Absorbed by KCBS parent company in 2002)

[www.kcal9.com](http://www.kcal9.com)

**KTTV (FOX) - Channel 11**

1999 S. Bundy Drive  
Los Angeles, CA 90025

[www.myfoxla.com](http://www.myfoxla.com)

General Information	310-584-2000
News Room Direct	310-584-2025
Fax	310-584-2024

**KCOP - Channel 13 (soon to be absorbed by FOX 11)**915 N. La Brea Avenue  
Los Angeles, CA 90038[www.upn13.com](http://www.upn13.com)

General Information

323-851 1000

News Room Direct

323-850 2222

Ext. 409 or 419

Fax

323-850-1265

## Radio

**KVTA 1590 AM** (EAS STATION)

805-642-8595 Ventura

[www.kvta.com](http://www.kvta.com)**KHAY - 100.7 FM** (EAS STATION)

805-642-8595 Ventura

[www.khay.com](http://www.khay.com)**KMLA – 103.7 FM** (Spanish)

805-385-5656 Oxnard

[www.Lam1037.com](http://www.Lam1037.com)**KBBY 95.1 FM** (VENTURA)

805-642-8595

[www.951kbby.com](http://www.951kbby.com)**KDAR - 98.3 FM** (OXNARD)

805-485-8881

[www.983fmtheword.com](http://www.983fmtheword.com)**KOXR - 910 AM** (OXNARD)

805-240-2070

**KVEN – 1450 AM** (VENTURA)

805-289-1400

[www.1450kven.com](http://www.1450kven.com)**KXLM - 102.9 FM** (OXNARD)

805-240-2070

[www.radiolazer.com](http://www.radiolazer.com)

## Newspapers

**Ventura County Star**

805-437-0000 805-482-6167 (fax)

[www.vcstar.com](http://www.vcstar.com)**Ventura County Reporter**

805-648-2244

[www.vcreporter.com](http://www.vcreporter.com)**Ventura Breeze**

805-653-0791

[www.venturabreeze.com](http://www.venturabreeze.com)**Tri-County Sentry (Multi-cultural)**

805-983-0015

[www.tricountysentry.com](http://www.tricountysentry.com)**The Acorn**

818-706-0266

[www.theacrononline.com](http://www.theacrononline.com)

**MEDIA RELATIONS DOS AND DON'TS**

DO...	DON'T...
<ul style="list-style-type: none"> <li>• Prepare a fact sheet / FAQs</li> <li>• Assume you're being recorded</li> <li>• Respect reporters' and publications' deadlines</li> <li>• Let reporters know how to reach you</li> <li>• Set – and stick to – expectations for updates (on the hour, every two hours, etc.)</li> <li>• Speak officially; facts only</li> <li>• Remember your tone and project confidence</li> <li>• Give the whole story</li> <li>• Treat all reporters equally</li> <li>• Highlight your priorities (safety of community, family reunification, donations, volunteers, etc.)</li> <li>• Say "I don't know," if you do not have information readily available; then set time frame for follow up when you do know</li> <li>• Be accessible to reporters; return calls promptly</li> <li>• Suggest interesting story ideas</li> <li>• Offer tours or support information</li> <li>• Think and speak in "soundbites" or quotes</li> <li>• Listen to the question; clarify to make sure you are answering what is asked</li> <li>• Practice your talking points; if necessary, issue written talking points in advance of your briefing</li> <li>• Anticipate questions</li> <li>• Correct misinformation and mistakes ASAP (reporters and your own)</li> <li>• Remember you are the expert</li> <li>• Know the law regarding media</li> </ul>	<ul style="list-style-type: none"> <li>• Lie. Ever.</li> <li>• Fake it, speculate, assume or guess</li> <li>• Go "off the record"</li> <li>• Say "no comment"</li> <li>• Use industry slang or terminology</li> <li>• Make flippant remarks</li> <li>• Offer personal opinions or comment on hypothetical situations</li> <li>• Tell one news agency what another is doing</li> <li>• Wear sunglasses on camera</li> <li>• Fill the "pregnant pause"</li> <li>• Put down your detractors</li> <li>• Argue with the press</li> <li>• Try to say everything at once</li> <li>• Answer hypotheticals</li> <li>• Say "Ah" or "Um"</li> <li>• Respond to emotional appeals with emotion</li> <li>• Send a news release unless it's newsworthy</li> <li>• Break the connection</li> </ul>

Speak only for your agency or level of government.

- Arrange for meetings between the media and incident (field) personnel.
- Make sure telephones, coffee, etc., are available for media representatives if possible.
- Try to stay with your prepared statement.
- Stay cool; don't let questions unnerve you.
- Be direct and **only** comment on what you know - **DO NOT SPECULATE!**
- Have information release policy pre set with EOC Director.
- Try to make the media your friend-they can either help or hinder your operation.

### SAMPLE MESSAGES FOR RELEASE TO THE PUBLIC AND MEDIA

#### Power Outage

Please be advised that Electrical outage in portions of the City of San Buenaventura. Power will be restored within a given amount of time, generally within one hour. For more information, contact Edison at 1-800-655-4555

#### Earthquake - No Information Available

##### Radio Message

This is (identify presenter) \_\_\_\_\_ at the \_\_\_\_\_. An earthquake of undetermined magnitude has just been felt in the \_\_\_\_\_ area. At this time we have no confirmed reports of injuries or damage. Law enforcement and fire units are responding to the area. We will keep you updated as reports come in. Meanwhile, be prepared for aftershocks. If shaking begins again and you can safely do so, quickly seek shelter under a sturdy piece of furniture. Avoid dangerous objects such as tall, unsecured bookcases, mirrors and windows. If your house has been damaged and you smell gas, shut off the main gas valve. Switch off electrical power if you suspect damage to the wiring. Do not use your telephone unless you need emergency help. Check your house for damage. Leave your house only if it is severely damaged.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (sheriff/fire dept.) of the location and condition of the person/s.

#### Earthquake - Update on Earthquake

##### Radio Message

This is (identify presenter) \_\_\_\_\_ at the \_\_\_\_\_. The magnitude of the earthquake which struck the \_\_\_\_\_ area at \_\_\_\_\_ today has been determined to be \_\_\_\_\_. The epicenter has been fixed at \_\_\_\_\_ by (scientific authority).



This office has received reports of \_\_\_\_\_ deaths (confirmed by coroner), \_\_\_\_\_ injuries, and \_\_\_\_\_ homes damaged. No dollar damage figure is yet available. Law enforcement and fire units are on the scene to assist residents.

(Continue with summary of situation.)

Aftershocks continue to be felt in the area. If you feel shaking and it is safe to do so, quickly seek shelter under a sturdy piece of furniture. Avoid danger spots. Do not use your telephone unless you need emergency help.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

## SUMMARY STATEMENT FOR MEDIA

### Earthquake

At approximately \_\_\_\_\_ today, a magnitude \_\_\_\_\_ earthquake struck the area, with its epicenter at \_\_\_\_\_. Fire and law enforcement units were immediately dispatched to assess injuries and damage.

(Indicate injuries, deaths (confirmed by the Coroner), property damage, fires, etc., reported to date.)

\_\_\_\_\_ aftershocks were felt, the largest occurring at (time) \_\_\_\_\_. No additional damage was reported (or specify damage).

Over \_\_\_\_\_ response personnel from law enforcement agencies, fire agencies and other City staff were called into action. The American Red Cross opened shelters at \_\_\_\_\_ for persons unable to remain in their homes. At (time) \_\_\_\_\_ on (date) \_\_\_\_\_, the City Council proclaimed the existence of a Local Emergency and requested that the Governor proclaim a State of Emergency. The Council also asked the Governor to request the President to declare a Major Disaster/Emergency. Damage to private and public buildings has been estimated to exceed \$\_\_\_\_\_.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

## HAZARDOUS MATERIAL INCIDENT (INCLUDING WMD)

### Unidentified Spill/Release In Heavy Traffic Area

#### Radio Message

This is (identify presenter) \_\_\_\_\_ at the \_\_\_\_\_. An unidentified substance has been spilled/released at (specific location) \_\_\_\_\_. Please avoid the area, if possible, while crews are responding. The best alternate routes are \_\_\_\_\_.

If you are already in the area, please be patient and follow directions of emergency response personnel. The substance will be evaluated by specially trained personnel, and further information will be released as soon as possible.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (sheriff/fire dept.) of the location and condition of the person/s.

Thank you for your cooperation.

## HAZARDOUS MATERIAL INCIDENT (INCLUDING WMD)

### Low Hazard/Confined Spill/Release - No General Evacuation

#### Radio Message

This is (identify presenter) \_\_\_\_\_ at the \_\_\_\_\_. A small amount of \_\_\_\_\_, a hazardous substance, has been spilled/released at \_\_\_\_\_. Streets are blocked, traffic is restricted, and authorities have asked residents in the immediate \_\_\_\_\_ block area to evacuate. Please avoid the area. The material is slightly/highly harmful to humans and can cause the following symptoms: \_\_\_\_\_. If you think you may have come in contact with this material, you should (give health instructions and hotline number, if available). For your safety, please avoid the area if at all possible. Alternate routes are (Insert alternate routes) and traffic is being diverted. If you are now near the spill/release area, please follow directions of emergency response personnel. Cleanup crews are on the scene.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

(Suggest EAS use: request repeated broadcast.)

## HAZARDOUS MATERIAL INCIDENT (INCLUDING WMD)

### High Hazard Spill/Release-General Evacuation Requested/Mandatory

#### Radio Message

This is (identify presenter) \_\_\_\_\_ at the \_\_\_\_\_. A large/small amount of \_\_\_\_\_, a highly hazardous substance, has been spilled/released at \_\_\_\_\_. Because of the potential health hazard, authorities are requesting/requiring all residents within \_\_\_\_\_ blocks/miles of the area to evacuate. If you are (give evacuation zone boundaries) \_\_\_\_\_, you and your family should/must leave as soon as possible/now. Go immediately to the home of a friend or relative outside the evacuation area or to (indicate shelter) \_\_\_\_\_.

If you can drive a neighbor who has no transportation, please do so. If you need transportation, call \_\_\_\_\_. Children attending the following schools: \_\_\_\_\_ (list) will be evacuated to: \_\_\_\_\_.

Do not drive to your child's school. Pick your child up from school authorities at the evacuation center.

Listen to this station for instructions.

The material is highly harmful to humans and can cause the following symptoms: \_\_\_\_\_. If you are experiencing any of these symptoms, seek help at a hospital outside the evacuation area, or at the evacuation center at \_\_\_\_\_.

To repeat, if you are in the area of \_\_\_\_\_ you should/must leave, for your own safety. Do not use your telephone unless you need emergency assistance.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

## SUMMARY STATEMENT FOR MEDIA

### Hazardous Material Incident (Including WMD)

#### (TO BE ADAPTED ACCORDING TO THE SITUATION)

At approximately \_\_\_\_\_ a.m./p.m. today (a private citizen, city employee, etc.) reported a spill/release of a potentially hazardous substance to this office.

(Law enforcement/fire) units were immediately dispatched to cordon off the area and direct traffic. The material was later determined to be (describe) \_\_\_\_\_, a (hazardous/harmless) (chemical/substance/material/gas) which, upon contact, may produce symptoms of \_\_\_\_\_.

Precautionary evacuation of the \_\_\_\_\_ (immediate/X block) area surrounding the spill was (requested/required) by (agency) \_\_\_\_\_.

Approximately (number) \_\_\_\_\_ persons were evacuated.

Clean-up crews from (agency/company) \_\_\_\_\_ were dispatched to the scene, and normal traffic had resumed by (time) \_\_\_\_\_, at which time residents were allowed to return to their homes. There were no injuries reported (or) \_\_\_\_\_ persons, including (no. of) \_\_\_\_\_ (fire/law enforcement) personnel, were treated at area hospitals for \_\_\_\_\_ and (all, number) \_\_\_\_\_ were later released. Those remaining in the hospital are in \_\_\_\_\_ condition.

Response agencies involved were \_\_\_\_\_.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

**FLOODING****Roads Closed****Radio/TV Message**

This is (identify presenter) \_\_\_\_\_ from the \_\_\_\_\_. The recent storm has caused severe/moderate flooding in several/many areas of the city/county. As of \_\_\_\_\_ today, the following roads/streets have been closed by law enforcement officials:

Please avoid these roads/streets. If you must travel, use alternate routes. Avoid all coastal roads.

Again, those roads/streets which have been closed are \_\_\_\_\_.

Please stay tuned to this station for additional road closure information.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

**FLOODING****Approved Viewing Spots****Radio/TV Message**

This is (identify presenter) \_\_\_\_\_ from the \_\_\_\_\_. The following storm-damaged areas are still extremely hazardous and should be avoided: \_\_\_\_\_.

Please do not try to sightsee in these areas. You could be hurt.

Again, please avoid the storm-damaged areas, flood control channels and streams. You may place your life and that of others in danger.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

Thank you for your cooperation.

**EVACUATION ORDERED**

## Radio/TV Message

(specify mandatory or voluntary)

This is (identify presenter) \_\_\_\_\_. The (disaster) situation continues in parts of the City of San Buenaventura. For your safety, I am asking that you leave the (give boundaries of local area, evacuation routes) \_\_\_\_\_ area as soon as possible.

Be sure to take essential items - medicine, special foods, personal items, baby supplies, clothing, money, and valuable papers - but do not overload your car. Secure your home before you leave. Be sure to check on any neighbors who may need assistance.

If you cannot stay with relatives or friends outside of the evacuated area, go to (one of) the Red Cross shelter(s) at \_\_\_\_\_.

Pets will not be allowed in American Red Cross shelters. If you cannot make arrangements for someone outside the evacuated area to take care of your pet, (give instructions) \_\_\_\_\_.

Do not allow your pet to run loose. If you cannot make arrangements for your large animals, (give instructions) \_\_\_\_\_.

If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor to assist you or call \_\_\_\_\_. Otherwise, please do not use your telephone except to report an emergency.

I repeat. If you live in the (give boundaries) \_\_\_\_\_ area, you are requested/required to evacuate for your own safety. Stay tuned to this station for more information and instructions.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

Thank you for your cooperation and your courtesy to others.

Repeat complete message.

**FIRE WARNING MEDIA RELEASE (IMPENDING EVACUATION)**

This is \_\_\_\_\_, speaking for The City of San Buenaventura. Officials report that a major fire exists in the area(s) of \_\_\_\_\_.

All citizens in The City of San Buenaventura should begin preparations for the impending evacuation and take the following precautions. (List precautions) \_\_\_\_\_.

Tune to radio station \_\_\_\_\_ or channel \_\_\_\_\_ for further instructions.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

(Repeat the Message.)

NOTE: Have media repeat periodically; update times and events while interspersing necessary information to citizens.

**WILD FIRE WARNING MEDIA RELEASE (EVACUATION NEEDED)**

This is (Name) \_\_\_\_\_, speaking for The City of San Buenaventura. Officials report that a fire is presently burning out of control in the area of \_\_\_\_\_.

All citizens living in the affected area, especially \_\_\_\_\_ should begin immediate evacuation to \_\_\_\_\_ or to \_\_\_\_\_.

It is anticipated that the fires may interrupt travel along \_\_\_\_\_ and the following major streets \_\_\_\_\_ by ( Time ) \_\_\_\_\_.

The populated areas of \_\_\_\_\_ may be impacted by ( Time ) \_\_\_\_\_.

Move Calmly, but quickly. Listen to instructions of your local officials.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it and assist them, if possible. If you are unable to help, please notify the (police/fire dept.) of the location and condition of the person/s.

(Repeat the Message.)

NOTE: Have media repeat periodically; update times and events while interspersing necessary information to evacuees.

**30 SECOND DONATIONS ANNOUNCEMENT**

In response to the relief efforts for the disaster in the City of San Buenaventura, there are questions as to what items and services are needed.

The City encourages all individuals desiring to help to give cash donations to an organized voluntary agency of your choice, such as the American Red Cross, United Way or the Salvation Army.

The City of San Buenaventura is helping to coordinate between individuals and businesses who wish to donate money, goods and services with agencies that are able to receive, store and distribute donated items.

For more information on what and where to donate, call the City of San Buenaventura Donations Desk at \_\_\_\_\_.

## **MEDIA ACCREDITATION PROCEDURES**

During a local emergency the Office of Emergency Services, Emergency Operations Center, will be used as the Joint Information Center. All media personnel requesting information should report there.

Media personnel should be prepared to present photo I.D. in the form of a valid signed and dated photo identification card issued to the bearer from the Ventura County Sheriff's Department. Additional verification may be required.

No provisions will be made to feed or house media personnel.

Members of the media may not be allowed to enter the Emergency Operations Center (EOC) without authorization, as their presence may disrupt emergency operations.

## **MEDIA ACCESS REGULATIONS**

The following are extracts from Government Codes and Regulations relating to the granting of access to the media to closed or restricted areas during incidents and disasters:

## **CALIFORNIA PENAL CODE**

Section 409.5 Power of peace officers to close areas during emergencies; Entering or remaining within area as misdemeanor; Exception as to newspaper representatives, etc.

(a) Whenever a menace to the public health or safety is created by a calamity such as flood, storm, fire, earthquake, explosion, accident or other disaster, officers of the California Highway Patrol, California State Police, police departments or sheriff's office, any officer or employee of the Department of Forestry designated a peace officer by subdivision (f) of Section 830.3, and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (l) of Section 830.3, may close the area where the menace exists for the duration thereof by means of ropes, markers or guards to any and all persons not authorized by such officer to enter or remain within the closed area. If such a calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions which are set forth above in this section.

(b) Officers of the California Highway Patrol, California State Police, police departments, or sheriff's office or officers of the Department of Forestry designated as peace officers by subdivision (f) of Section 830.3 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions which are set forth in this section whether or not such field command post or other command post is located near to the actual calamity or riot or other civil disturbance.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within such area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.

## FEDERAL AVIATION REGULATIONS

### Subpart B - Flight Rules

#### Section 91.91 Temporary Flight Restrictions

(a) Whenever the Administrator determines it to be necessary in order to prevent an unsafe congestion of sight-seeing aircraft above an incident or event which may generate a high degree of public interest, or to provide a safe environment for the operation of disaster relief aircraft, a Notice to Airmen will be issued designating an area within which temporary flight restrictions apply.

(b) When a Notice to Airmen has been issued under this section, no person may operate an aircraft within the designated area unless:

(1) That aircraft is participating in disaster relief activities and is being operated under the direction of the agency responsible for relief activities;

(2) That aircraft is being operated to or from an airport within the area and is operated so as not to hamper or endanger relief activities;

(3) That operation is specifically authorized under an IFR ATC clearance;

(4) VFR flight around or above the area is impracticable due to weather, terrain, or other considerations, prior notice is given to the Air Traffic Service facility specified in the Notice to Airmen, and enroute operation through the area is conducted so as not to hamper or endanger relief activities; or,

(5) That aircraft is carrying properly accredited news representatives, or persons on official business concerning the incident or event which generated the issuance of the Notice to Airmen; the operation is conducted in accordance with 91.79 of this chapter; the operation is conducted above the altitudes being used by relief aircraft unless otherwise authorized by the agency responsible for relief activities; and further, in connection with this type of operation, prior to entering the area the operator has filed with the Air Traffic Service facility specified in the Notice to Airmen a flight plan that includes the following information:

- (i) Aircraft identification, type and color.
- (ii) Radio communications frequencies to be used.
- (iii) Proposed types of entry and exit of the designated areas.
- (iv) Name of news media or purpose of flight.
- (v) Any other information deemed necessary by ATC.



## EOC VISITOR CONTROL PROCEDURES

Visitors wishing to enter the Emergency Operations Center during an actual emergency or disaster must fill out a Visitation Request Form (See Forms Section).

All Visitation Request Forms will be reviewed by the EOC Liaison Officer or EOC Coordinator. Only those visitors whom the EOC Liaison Officer or EOC Coordinator determines will benefit the emergency operations effort will be allowed into the Emergency Operations Center. This might include, but is not limited to officials, representatives from other cities, etc.

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**OPERATIONS SECTION - GENERAL INFORMATION****Purpose**

To enhance the City's capability to respond to emergencies by coordinating and supporting tactical operations in the field based upon the EOC Action Plan. It is the policy of this Section that the priorities of responses are to:

- Protect life, property, and the environment.
- Carry out objectives of the EOC Action Plan.
- Ensure coordinated incident response.
- Cooperate with other sections of the City's emergency response team.

**Overview**

The Operations Section's primary responsibility is to coordinate the response operations of various elements involved in the disaster and to request resources as needed. These elements may include:

- Fire/Medical/Health Branch
- Police Branch
- Medical and Health Branch
- Care and Shelter Branch
- Infrastructure Branch
- Building and Safety Branch

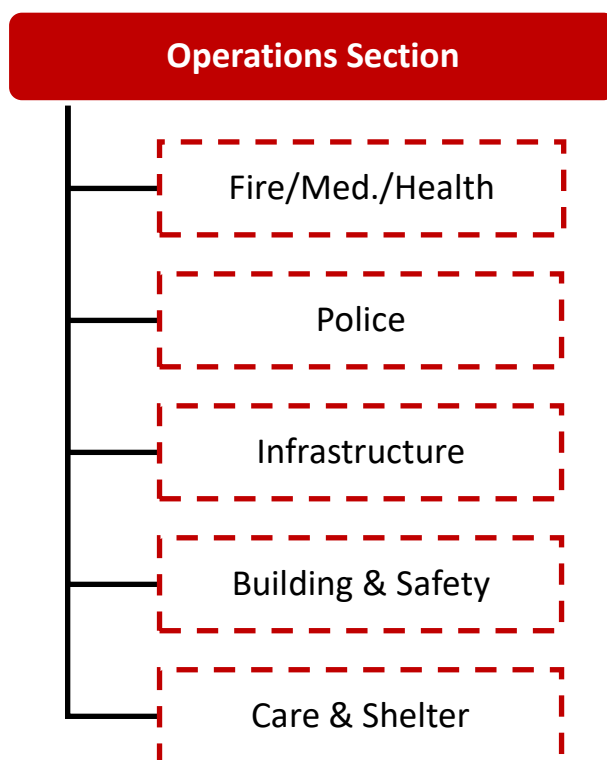
**Objectives**

The Operations Section is responsible for the coordination of all response elements applied to the disaster. The Operations Section carries out the objectives of the EOC Action Plan and requests additional resources as needed.

**Concept of Operations**

The Operations Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or City Manager.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies. **(See Reporting to Work During a Disaster in Management Support Documentation).**
- The EOC Director will determine operational periods. Operational periods will be event-driven.

**OPERATIONS SECTION ORGANIZATION CHART****OPERATIONS SECTION STAFF**

The Operations Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches. The following branches may be established as the need arises:

- Fire/Medical/Health Branch
- Police Branch
- Infrastructure Branch
- Building and Safety Branch
- Care and Shelter Branch

The Operations Section Coordinator may activate additional units as necessary to fulfill an expanded role.

**Operations Section Coordinator**

The Operations Section Coordinator, a member of the EOC Director's General Staff, is responsible for coordinating the City's operations to support the disaster/emergency response through implementation of the City's EOC Action Plan and for coordinating all requests for mutual aid and other operational resources. The Coordinator is responsible for:

- Understanding the current situation.
- Predicting probable resource needs.
- Preparing alternative strategies for procurement and resources management.

### Fire/Medical/Health Branch

The Fire/Medical/Health Branch is responsible for coordinating personnel, equipment, and resources committed to the fire, field medical, search and rescue, hazardous materials, and other elements of the incident that may involve entry into hazardous atmospheres.

Medical/Health activities and Coroner activities will be coordinated with the Ventura County Health Care Agency for appropriate emergency medical response. The Ventura County Health Care Agency is responsible for managing personnel, equipment, and resources to provide the best patient care possible. Note: The County of Ventura Chief Medical Examiner-Coroner has Coroner responsibilities in the City of Ventura. In a wide-scale disaster within Ventura County, it may be several hours or days before the dead can be collected and processed by the Department of the Chief Medical Examiner-Coroner.

### Police Branch

The Police Branch is responsible for alerting and warning the public, coordinating evacuations, enforcing laws and emergency orders, establishing safe traffic routes, ensuring that security is provided at incident facilities, ensuring access control to damaged areas, and ordering and coordinating appropriate mutual aid resources. The Ventura Police Department contracts with the Ventura County Animal Services to manage animal care issues for the City. During an emergency, all animal care services will be coordinated with Ventura County Animal Services.

### Infrastructure Branch

The Infrastructure Branch is responsible for coordinating all Infrastructure operations, maintaining public facilities, surveying utilities and services, and restoring those that are damaged or destroyed; assisting other functions with traffic issues, search and rescue, transportation, inspections, etc., as needed.

### Building and Safety Branch

The Building and Safety Branch is responsible for the evaluation and inspection of all City-owned and private structures damaged in an incident.

### Care and Shelter Branch

The Care and Shelter Branch is responsible for providing care and shelter for evacuees and will coordinate efforts with the Ventura County Humans Services Agency and the American Red Cross Ventura County, and other volunteer agencies. For animal sheltering issues, the Care and Shelter Branch will coordinate with Ventura County Animal Services.

**OPERATIONS SECTION COORDINATOR****SUPERVISOR: EOC Director****Primary Responsibilities**

- Ensure that the Operations Section function is carried out, including the coordination of response for Fire, Police, Medical/Health, Care and Shelter, Infrastructure, and Building and Safety.
- Establish and maintain mobilization/demobilization areas for incoming mutual aid resources.
- Develop and ensure that the EOC Action Plan's operational objectives are carried out.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall responsibility for the coordination of activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Activation**

- Determine the operational status and appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC

**Start-Up**

- Direct the implementation of the City's Emergency Operations Plan.
- Obtain a copy of the current EOC Action Plan (not available at initial EOC activation).

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.
- Determine what Section positions should be activated and staffed.
- Confirm that all key Operations Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

### Notifications

- ☐ Notify EOC Director when your Section is fully operational.
- ☐ Establish field communications with established Incident Command Posts or DOCs, if activated.

### Meetings/Briefings

- ☐ Brief new or relief personnel in your Branch. Briefings should include:
  - Current situation assessment.
  - Identification of specific job responsibilities.
  - Identification of co-workers within the job function and/or geographical assignment.
  - Availability of communications.
  - Location of work area.
  - Identification of eating and sleeping arrangements as appropriate.
  - Procedural instructions for obtaining additional supplies, services, and personnel.
  - Identification of operational period work shifts.
- ☐ Meet with other activated Section Coordinators, as needed.
- ☐ Attend periodic briefing sessions conducted by the EOC Director.
- ☐ Brief the EOC Director on major problem areas that need or will require solutions.
- ☐ Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational needs.

### Action Planning

- ☐ Participate in the EOC Director's action planning meetings.
- ☐ Work closely with the Planning/Intelligence Section Coordinator in the development of the EOC Action Plan. Ensure the development Operations Section objectives. **(See Planning/Intelligence Support Documentation – Action Planning.)**
- ☐ Work closely with each Branch leader to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.
- ☐ Work closely with Logistics Section-Communications Unit in the development of a Communications Plan.

### Documentation

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.
- ☐ Open and maintain an Activity Log **(See Operations Support Documentation, Activity Log).**

- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Provide copies of the any reports to the Documentation Unit of the Planning/Intelligence Section at end of each operational period.

### Ongoing Activities

- Receive, evaluate, and disseminate information relative to the Operations Section.
- Evaluate the field conditions associated with the disaster and coordinate with the Situation Status Unit of the Planning/Intelligence Section.
- From the Situation Status Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- Coordinate with Incident Commanders and DOCs, if activated to support any field activities.
- Coordinate with Police, and Fire/Medical/Health Branches and Incident Commanders, as appropriate, to determine the need for In-Place Sheltering or evacuations. Coordinate notification orders with Police and Fire/Medical/Health Branches and the PIO. **(See Operations Support Documentation – Shelter-In-Place.)**
- Coordinate the designation of primary and alternate evacuation routes for each incident with Police, Fire and Infrastructure Branches.
- Coordinate with the Situation Status Unit in the Planning Section to ensure primary and alternate evacuation routes are displayed on the situation maps.
- Coordinate any display or mapping needs with the Planning/Intelligence Section.
- Coordinate the activities of all departments and agencies involved in the operations.
- Provide all relevant emergency information to the PIO.
- Ensure that intelligence information from Branch leaders is made available to the Planning/Intelligence Section.
- Ensure that unusual weather occurrences within the jurisdiction are reported to the National Weather Service (NWS) **(see Operations Support Documentation – NWS.)**
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section, i.e., notification of any emergency expenditures.

### Resources

- See Resources in Common EOC Responsibilities on page 72.
- Provide resources to the field as needed.
- Determine resources committed and resource needs.



- Identify, establish, and maintain mobilization areas for Operations-related equipment and personnel that come through Mutual Aid, as needed. Authorize release of equipment and personnel to incident commanders in the field.
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the Planning/Intelligence Section.

**FIRE/MEDICAL/HEALTH BRANCH DIRECTOR****SUPERVISOR: Operations Section Coordinator****Primary Responsibilities:**

- Evaluate and process requests for fire, hazardous materials and rescue resources.
- Coordinate search and rescue, fire operations, the prevention, control and suppression of fire and hazardous materials incidents.
- Coordinate the provision of emergency medical care.
- Assist and serve as an advisor to the Operations Section Coordinator and other Branches as needed.
- Monitor and coordinate emergency medical care operations and treatment of the sick and injured resulting from the incident with the Ventura County EMSA. Provide Ventura County EMSA information on the medical casualties and needs. (Number of injuries and/or deaths). If the County Operational Area EOC is activated, coordinate with the Medical/Health Branch.
- Coordinate with the Ventura County Public Health Agency or if the County Operational Area EOC is activated, coordinate with the Medical/Health Branch regarding disease prevention and control activities.
- Coordinate with Ventura County Health Care Agency, Medical Examiner for any issues dealing with fatalities or if the County Operational Area EOC is activated, coordinate with the Medical/Health Branch.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Notifications**

- Ensure that all on-duty Fire personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Fire personnel have been notified of callback status, (when they should report) in accordance with current department emergency procedures.
- Notify appropriate local, state, and federal response agencies.
- Notify Ventura County Health Care Agency to coordinate any Medical/Health issues for the City.
- Identify patients and notify hospitals if contaminated or exposed patients are involved.

**Meetings/Briefings**

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.
- ☐ Check with the other Operations Section Branches for a briefing on the status of the emergency.

**Action Planning**

- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.
- ☐ Set Fire Department priorities based on the nature and severity of the disaster.

**Documentation**

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.
- ☐ Review and approve accident and medical reports originating within the Fire/Medical/Health Branch.

**Ongoing Activities**

- ☐ Assess the impact of the disaster on the Fire Department's operational capacity
- ☐ Report to the Operations Section Coordinator when:
  - EOC Action Plan needs modification
  - Additional resources are needed or surplus resources are available
  - Significant events occur
- ☐ Assist with the needs of the Incident Command Post(s) as requested.
- ☐ Advise EOC staff regarding the dangers associated with fire/hazardous materials.
- ☐ Coordinate fire, hazardous materials and search and rescue operations.
- ☐ Request activation of evacuation centers or mass care shelters when need is indicated through Care and Shelter Branch and provide fire protection and safety assessment of shelters.
- ☐ Assist Police with the direction and management of population evacuation; assist in evacuating non-ambulatory persons.
- ☐ Assist in dissemination of warning to the public.
- ☐ Provide for radiation monitoring and decontamination operations and implement Radiological Protection Procedures if needed.
- ☐ Determine if current and forecasted weather and wind conditions will complicate large and intensive fires, hazardous material, releases, major medical incidents and/or other potential problems. Contact the Situation Status Unit of the Planning/Intelligence Section for updates.

- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required Ventura County Health Care Agency, Cal OES, shipper, manufacturer, CHEMTREC, etc.
- Ensure proper clean-up arrangements are made with Ventura County Environmental Health.
- Coordinate emergency medical care and transportation to appropriate facilities, utilizing City resources and private providers.
- Provide support for decontamination operations.
- Coordinate firefighting water supplies with the Infrastructure Branch. Obtain status of water system and report to field Incident Commander or Command Post.

#### Medical/Health Ongoing Activities

- Coordinate with the Medical/Health Branch in the County Operational Area EOC to support all medical support/care, disease prevention and control activities, distribution of medications and other medical supplies to shelters or treatment areas as needed and coroner operations.
- Provide an estimate of number and location of casualties that require hospitalization to the Medical/Health Branch in the County Operational EOC.
- Support Ventura County Health Care Agency as appropriate to provide continued medical care for patients who cannot be moved when hospitals, nursing homes and other health care facilities are evacuated.
- Provide information on the disaster routes established within the city to the Medical/Health Branch in the County Operational Area EOC.
- Provide the PIO with information on public health hazards, mitigation procedures and the locations of medical shelters, first aid facilities, and Field Treatment Sites that may have been established by Ventura County Health Care Agency.
- Coordinate with the Ventura County Health Care Agency, Medical Examiner or with the Medical/Health Branch if the County Operational EOC is activated to support any temporary morgue facilities that have been established in the city.
- Maintain list of known dead and forward to the Medical Examiner or the Medical/Health Branch if the County Operational EOC has been activated.
- Assist and coordinate with the Ventura County Health Care Agency or the Medical/Health Branch if the County Operational EOC has been activated for the reburial of any coffins that may be washed to the surface of inundated cemeteries.
- Assess the need to provide mental health services to the general public and coordinate the provision of these services with Ventura County Health Care Agency or the Medical/Health Branch if the County Operational EOC has been activated, if needed.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Estimate need for fire mutual aid.
- Request mutual aid resources through proper channels when approved by the Operations Section Coordinator.
  - Order all fire resources through the Ventura County Operational Area Fire Mutual Aid Coordinator
  - Order all other resources through the Logistics Section
- In conjunction with the Transportation Unit of the Logistics Section, coordinate transportation and care of injured persons to treatment areas, as needed.
- Coordinate with Logistics for provision of vehicles, shelter, food, water, sanitation, equipment, and supplies for fire personnel (including heavy equipment for rescuing trapped persons).
- Report to the Operational Area Fire Mutual Aid Coordinator on major problems, actions taken and resources available or needed.
- Resolve logistical problems reported by the field units.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.

**POLICE BRANCH DIRECTOR****SUPERVISOR: Operations Section Coordinator****Primary Responsibilities**

- Coordinate movement and evacuation operations during the disaster.
- Alert and notify the public of the pending or existing emergency.
- Activate any public warning systems.
- Coordinate all law enforcement and traffic control operations during the disaster.
- Ensure the provision of security at incident facilities.
- Coordinate incoming law enforcement mutual aid resources during the emergency.
- Coordinate and communicate with Police DOC, if activated.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.
- Determine 24-hour staffing requirement and request additional support as required.
- Monitor your Branch/Unit activities and adjust staffing and organization as appropriate to meet current needs.

**Notifications**

- Ensure that all on-duty Police personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Police personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- Notify Watch Commander of status.

**Alerting/Warning of Public (See Operations/Alerting And Warning)**

- Coordinate with Fire/Medical/Health Branch and field units to designate area to be warned and/or evacuated.
- Develop and coordinate with the PIO the warning/evacuation message to be delivered. At a minimum the message should include:
  - Identification of agency making notification
  - Nature of the emergency and exact threat to public

- Threat areas
  - Time available for evacuation
  - Evacuation routes
  - Location of evacuee assistance center
  - Radio stations carrying instructions and details
- Coordinate all emergency warning and messages with the EOC Director and the PIO. Consider following dissemination methods:
- Notifying police units to use loudspeakers and sirens to announce warning messages.
  - Determining if helicopters are available and/or appropriate for announcing warnings.
  - Using automated notification systems, cable TV, local radio stations and social media to deliver warning or emergency messages upon approval of the EOC Director.
  - Using the Emergency Alert System (EAS) for local radio and television delivery of warnings. **(See Operations Support Documentation – Alerting and Warning.)**
  - VCAAlert - Follow the Ventura County VC Alert User's Manual to deliver warning or emergency messages to selected residences upon approval of the EOC Director.
  - Using cadets, Disaster Services Workers reserves, and other City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that dispatch notifies special facilities requiring warning and/or notification (i.e., hospitals, schools, government facilities, special industries, etc.)
- Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
- Using bilingual employees whenever possible.
  - Translating all warnings, written and spoken, into appropriate languages.
  - Contacting media outlets (radio/television) that serve the languages you need.
  - Utilizing video phones, and 9-1-1 translation services to contact the deaf and hard of hearing.
  - Using pre-identified lists and non-governmental organizations with outreach to people with access and functional needs.
- Check vacated areas to ensure that all people have received warnings.

### Meetings/Briefings

- Brief new or relief personnel in your Unit/Position. Briefings should include:
- Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area
  - Identification of eating and sleeping arrangements as appropriate

- Procedural instructions for obtaining additional supplies, services, and personnel
- Identification of operational period work shifts
- Attend periodic briefing sessions conducted by Section Coordinator.
- Obtain regular briefings from field command post(s) or DOC.
- Conduct periodic briefings for your Branch/Unit. Ensure they are aware of priorities.

### Action Planning

- Assist in the preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Operations Section Coordinator.
- Set Police Department priorities based on the nature and severity of the disaster.
- Implement the evacuation portion of the EOC Action Plan.

### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Open and maintain an Activity Log (**See Operations Support Documentation, Activity Log**).
- Provide periodic situation or status reports to your Section Coordinator for updating information to the Planning/Intelligence Section.
- Provide personnel and equipment time records to the Section Coordinator at the end of each work shift.

### Ongoing Activities

- Keep the Operations Section Coordinator advised of your Branch status and activity and on any problem areas that now need or will require solutions.
- Ensure that Police personnel have completed status checks on equipment, facilities, and operational capabilities.
- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information back through the Police Branch. Police Branch will forward information to the Planning/Intelligence Section.
- Alter normal patrol procedures to accommodate the emergency situation.
- Ensure that all relevant communication systems are operational.
- Review situation reports as they are received. Verify information where questions exist.
- Refer all media contacts to PIO.
- Provide information to the PIO on matters relative to public safety.



- Maintain contact with established DOCs and dispatch center to coordinate resources and response personnel.
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.).
- Coordinate with Ventura County Animal Services for all animal services needed.
- Activate the Critical Incident Stress Management teams if necessary.

### Evacuation Activities

- Implement the evacuation portion of the EOC Action Plan and/or support field operations.
- Establish emergency traffic routes in coordination with the Infrastructure Branch and Ventura County EOC, as appropriate.
- Coordinate with the Infrastructure Branch to determine capacity and safety of evacuation routes and time to complete evacuation.
- Ensure that evacuation routes do not pass through hazard zones.
- Ensure that VC-Alert is employed to assist with evacuations.
- Assist Infrastructure Branch with identifying and clearing debris from critical routes required to support emergency response vehicles.
- Identify alternate evacuation routes where necessary.
- Identify persons/facilities that may have special evacuation requirements; i.e. people with access and functional needs, hospitalized, elderly, institutionalized, incarcerated etc.
  - Check status
  - Evacuate if necessary
  - Coordinate with the Transportation Unit of the Logistics Section for special transportation needs, i.e. wheelchair lift-equipped buses, transit buses, and paratransit vans.
  - Make sure the individuals are not separated from their durable medical equipment, i.e. wheelchairs, and walkers or service animals.
- Consider use of City vehicles if threat is imminent. Coordinate use of City vehicles (trucks, vans, etc.) with the Transportation Unit of the Logistics Section. Encourage the use of private vehicles if possible.
- Establish evacuation assembly points.
- Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.
- Coordinate with Care and Shelter Branch to open evacuation centers.
- Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.

- ☐ Place towing services on stand-by to assist disabled vehicles on evacuation routes.
- ☐ Monitor status of warning and evacuation processes.
- ☐ Coordinate with the Infrastructure Branch to obtain necessary barricades and signs.

### Security Activities

- ☐ Coordinate security for critical facilities and resources (consider vehicle security and parking at incident facilities).
- ☐ Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- ☐ Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the City, as required.
- ☐ Coordinate assisting fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas, when needed.
- ☐ Coordinate with the Infrastructure Branch for street closures and boarding up of buildings.
- ☐ Coordinate police and crowd control services at mass care and evacuation centers.
- ☐ Ensure that detained inmates are protected from potential hazards. Ensure adequate security, and relocate if necessary.
- ☐ Develop procedures for safe re-entry into evacuated areas.

### Major Air Crash Activities

- ☐ Notify the Federal Aviation Agency or appropriate military command for all air crash incidents.
- ☐ Request temporary flight restrictions, as necessary

### Flooding and/or Dam Failure Activities

- ☐ Notify all units in and near inundation areas of flood arrival time.
- ☐ Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed.
- ☐ Coordinate with PIO to notify radio stations to broadcast warnings.

### Additional Actions in Response to Tsunami Warning

- ☐ Use the City of Ventura's Tsunami Evacuation Routes and Reunification Areas to evacuate portions of the City in and near tsunami inundation areas.
- ☐ Coordinate with the Ventura County Sheriff's OES to ensure that VC-Alert is employed to assist with evacuations.

- Coordinate with the Ventura County Sheriff's Department to confirm assembly areas for population being evacuated.
- Coordinate with the Ventura County Sheriff's OES and the Ventura County Transportation Commission to confirm pick up points for individuals with limited transportation resources. The Ventura County Operational Area Tsunami Evacuation Plan identifies the following pickup points in the City of Ventura for people needing assistance getting to the City's designated assembly area (Ventura College):
  - Schooner & Anchors Way (Ventura Harbor Mobile Home Park)
  - Seaward and Harbor (VON's Parking Lot)(For more information see Operations Support Documentation – Abbreviated Ventura County Operational Area Tsunami Evacuation Plan).
- Coordinate with Ventura County Animal Services to assist in evacuating animals in the inundation area.
- Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed.
- Coordinate with PIO to notify radio stations to broadcast warnings.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Estimate need for law enforcement mutual aid.
- Request mutual aid assistance through the Ventura County Operational Area Law Enforcement Coordinator.
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- Establish a multi-purpose staging area as required for incoming law enforcement mutual aid resources.

**INFRASTRUCTURE BRANCH DIRECTOR****SUPERVISOR: Operations Section Coordinator****Primary Responsibilities**

- Receive and process all field resource requests for Infrastructure resources. If Infrastructure DOC (Public Works/Water/Waste Water) is activated, field units will request resources through the Infrastructure DOC. The Infrastructure DOC will coordinate resource requests with the Infrastructure Branch Director. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders.
- Coordinate with the Logistics Section on the acquisition of all resources and support supplies, materials and equipment.
- Determine the need for and location of general staging areas for unassigned resources. Coordinate with the Facilities Unit of the Logistics Section and participate in any action planning meetings pertaining to the establishment of additional locations.
- Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements.
- As needed, provide for the procurement and distribution of potable water supplies and coordinate with the Fire and Medical/Health Branches on water purification notices. (See Operations Support Documentation – Emergency Potable Water-Procurement and Distribution and Water – Concept of Operations.)

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Notifications**

- Notify transportation officials (Caltrans) of City's emergency status and coordinate assistance, as required.
- Notify the Ventura County Operational Area EOC (OAEOC) of the situation and need for mutual aid and participate in OAEOC Water Chief conference calls as requested.
- Contact DHS District Office of Drinking Water, Ventura County Health Care Agency - Public Health, local water utilities, Fire Department, Police Department and other sources to compile situation information including:
  - Cause and extent of water system damage
  - Estimated duration of system outage
  - Geographical area affected
  - Population affected

- Actions taken to restore system
- Resources needed to reactivate system
- Emergency potable water needs (quantity and prioritized areas)

**Please note: Going directly to the State agency (DHS District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration.**

#### Meetings/Briefings

- ☐ Attend periodic briefing sessions conducted by the Section Coordinator.

#### Action Planning

- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.

#### Documentation

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.

#### Ongoing Activities

- ☐ Maintain back-up power in the EOC.
- ☐ Assure that all emergency equipment has been moved from unsafe areas.
- ☐ Mobilize personnel, heavy equipment and vehicles to designated general staging areas.
- ☐ Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards. **(See Operations Support Documentation – Emergency Potable Water-Procurement and Distribution and Water – Concept of Operations.)**
- ☐ Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities.
- ☐ In coordination with the Ventura County Public Works, determine status of evacuation routes and other transportation routes into and within the affected area. Determine present priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis.
- ☐ Coordinate with the Law Enforcement Branch to ensure the safety of evacuation routes following a devastating event. -128
- ☐ Coordinate with the Procurement Unit of the Logistics Section for sanitation service during an emergency.

## Debris Management Issues

- Support clean-up and recovery operations during disaster events. Coordinate with County's Disaster Debris Management Team.
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
- In coordination with the Ventura County Operational Area Debris Management Team, develop a debris removal plan to facilitate city clean-up operations, which addresses:
  - Disaster Event Analysis/Waste characterization analysis
    - Conduct field assessment survey
    - Use video and photographs
    - Quantify and document amounts and types of disaster debris
    - Coordinate with Building and Safety Branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
    - Expect normal refuse volumes to double after a disaster
    - Develop a list of materials to be diverted
    - Make diversion programs a priority
    - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with County Office of Emergency Services (OES).
  - Determine debris removal/building deconstruction and demolition needs
    - Coordinate with Building and Safety to determine if a city contractor will be needed to remove debris from private property or perform demolition services. (Refer to City Public Works Standard Operating Procedures for Waiver Liability)
    - The City may need to provide deconstruction or demolition services at no cost as many structure owners don't have earthquake insurance
    - The City should seek reimbursement of deconstruction or demolition services provided at no cost to the property owner if the property owner does have insurance that covers this type of service
  - Select debris management program(s) from the following:
    - Curbside collection – source separation of wood, concrete, brick, metals and Household Hazardous Waste
    - Drop-off sites for the source separation of disaster debris
    - Household Hazardous Waste – collection event or curbside program
  - Identify temporary storage/processing sites, if necessary
    - Coordinate with surrounding cities and the County
    - Determine capacity needs
    - Selection of sites will depend on type of debris and proximity to where debris is generated
    - Coordinate with FEMA, if federal disaster, regarding reimbursement for temporary sites and sorting which may require moving materials twice

- Identify facilities and processing operations to be used
- Determine contract needs:
  - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts and,
  - Document how contract price was developed
- Establish a public information program for debris removal
- Establish program length and develop monitoring and enforcement program
- Prepare report of program activities and results
- Prepare documentation for reimbursement

### Water Issues

- Determine the need to staff a Water Task Group and secure resources through the Logistics Section. **(See Operations Support Documentation – Emergency Potable Water-Procurement and Distribution and Water – Concept of Operations.)**
- Evaluate and prioritize potable water needs (quantity/location/duration: minimum 2 gallons per person per day).
- Identify and secure locations for water distribution points (e.g., parks, city halls, shelters, etc.).
- Consult with DHS District Office, water utilities and PIO for appropriate public information announcements and media interface.
- Transmit to Finance/Administration Section costs associated with the purchase and distribution of potable water.

### Resources

- See Resources in Common EOC Responsibilities on page 72.
- Receive and process all requests for Infrastructure resources. Allocate personnel and equipment in accordance with established priorities.
- Obtain Infrastructure resources through the Logistics Section, utilizing mutual aid process when appropriate.
- In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend that EOC Director request mutual aid to identify and/or obtain water resources. (A list of approved commercial vendors is maintained by the Food and Drug Branch of DHS and is available through the Regional EOC [REOC] Water Chief).
- In coordination with the Logistics Section, identify and secure staff resources needed to operate water distribution points. (If necessary recommend that the EOC Director request mutual aid to obtain required staff resources.)
- Allocate available resources based on requests and EOC priorities.

**BUILDING AND SAFETY BRANCH****SUPERVISOR: Operations Section Coordinator****Primary Responsibilities**

- Begin the immediate inspection for re-occupancy of key City facilities by departments responsible for emergency response and recovery.
- Provide inspections of each shelter site prior to occupancy.
- Provide the technical, engineering support as requested for other Operations Section Branches, i.e. Search and Rescue teams.
- Coordinate investigation and safety assessment of damage to buildings, structures and property within the City for the purpose of:
  - Identifying life-threatening hazardous conditions for immediate abatement.
  - Inspecting and identifying buildings and property for re-occupancy and posting and declaring unsafe conditions.
  - Determining the cost and percentage of damage to all buildings, structures and properties.
- Provide safety assessment information and statistics to the Situation Status Unit of the Planning/Intelligence Section.
- Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.
- Coordinate with the Personnel Unit of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is compliant with OSHA requirements.

**Notifications**

- Alert and stage Building and Safety assessment teams as needed.
- Brief all personnel on Department Emergency Operating Procedures and assignments.

**Meetings/Briefings**

- Attend briefing sessions conducted by the Section Coordinator.
- Brief all personnel on Building and Safety procedures and assignments.



**Action Planning**

- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.

**Documentation**

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.
- ☐ Activate data tracking system to document and report safety assessment information and forward to the Situation Status Unit of the Planning/Intelligence Section.
- ☐ Provide detailed safety assessment information to the Planning/Intelligence Section, with associated loss damage estimates.
- ☐ Provide documentation to Legal Officer on those structures which may need to be demolished in the interest of public safety.

**Ongoing Activities**

- ☐ Coordinate with Ventura County Building and Safety regarding local jurisdictional needs.
- ☐ Oversee the inspection of the following critical facilities (priority) and other facilities:
  - EOC
  - Police stations
  - Fire Stations
  - \*Hospital
  - \*Congregate care facilities (including private schools, convalescent care hospitals, board and care facilities, day care centers, etc.)
  - \*Public schools
  - City facilities
  - Potential hazardous materials facilities, including gas stations
  - Designated shelters
  - Unreinforced masonry buildings
  - Concrete tilt-up buildings
  - Multi-story structures-commercial, industrial and residential
  - \*Mobile homes/modular structures
  - Single-family dwellings

*\*Note: Certain facilities may fall under the jurisdiction of State or County inspectors. These agencies may exercise their jurisdictional authority to inspect these facilities. As a practical matter, there are very few State inspectors available and they may not be able to respond in a timely during the initial stages of the emergency/disaster.*

- Use a three-phase approach to inspection based upon existing disaster intelligence:
  - General Area Survey of structures
  - ATC-20 Rapid Inspection
  - ATC-20 Detailed Inspection

***Be prepared to start over due to aftershocks.***

- Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Track the information on damaged buildings inspected to determine the location, type and amount of potential debris.
- Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.
- Assess the need to require potentially unsafe structures to be vacated.
- Provide structural evaluation of mass care and shelter facilities in coordination with the Care & Shelter Branch.
- Provide public school inspection reports to the Division of the State Architect.
- Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.
- Support Building Inspectors and Safety Officers in the field to ensure safety of field operations for employees and volunteers.
- Coordinate with the Infrastructure Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)
- Provide policy recommendations to appropriate City officials for:
  - Emergency Building and Safety ordinances.
  - Expediting plan checking and permit issuance on damaged buildings.
- Coordinate with the PIO to establish public information and assistance hotlines.
- Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections.
- Direct field personnel to advise property owners and tenants that multiple inspections of damaged property will be required by various assisting agencies, including American Red Cross; FEMA; Cal OES; local Building and Safety; insurance carriers and other local, state and federal agencies.
- If needed, request law enforcement escort of safety assessment and inspection personnel.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.
- Request mutual aid building inspectors through the Ventura County Operational Area EOC.
- Coordinate incoming Building and Safety mutual aid resources.
- Arrange for necessary communications equipment from the Communications Unit of the Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)

**CARE AND SHELTER BRANCH DIRECTOR****SUPERVISOR: Operations Section Coordinator****The City of San Buenaventura is within the jurisdiction of the American Red Cross-Ventura County**

836 Calle Plano  
Camarillo, CA 93012  
(805) 987-1514  
1-800-951-5600 (After working hours)

If the disaster is large enough, the affected American Red Cross chapter(s) may consolidate operations into a disaster operations headquarters at a site to be determined.

The Care and Shelter Branch shall ensure that plans are in place to open and operate evacuation and mass care facilities until, and if, the American Red Cross assumes responsibility. Thereafter, the Care and Shelter Branch will work closely with and support the American Red Cross and other volunteer services the City has agreements with to assist disaster victims.

The Ventura County Human Services Agency has the Operational Area responsibility for Care and Shelter.

**Potential Shelter Sites**

Potential shelter facilities should:

- Be pre-identified as potential sites with Site Surveys completed.
- In conjunction with the American Red Cross, have permission and Memos of Understanding secured for shelter usage.
- In conjunction with the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
  - Structural safety inspection arranged with local Building Department
  - OSHA safety inspection for safety of clients and workers
  - Facility Walk-Through Survey prior to use (to protect owner and user against damage claims)

Examples of suitable potential shelter sites:

- City-owned facilities such as community centers, recreational facilities or auditoriums
- Churches and other privately owned facilities
- School multi-purpose buildings and gymnasiums
- Convention Centers or conference centers

Care and Shelter Branch should coordinate with the ARC in identifying potential sites. Potential shelters should have the following and comply with Americans with Disabilities Act (ADA) requirements:

- An open space suitable for cots, tables, etc.

- Sanitation and hygiene facilities, as available.

**See Operations Support Documentation/Care and Shelter for Disability and Age-Specific Considerations. See Restricted Use Appendix for List of Pre-Identified Shelter Sites.**

Depending upon the scope of the emergency, additional shelter sites may need to be obtained and/or existing shelters upgraded. All suitable buildings, other than those used for other emergency functions, may be used for sheltering.

Community centers and other city-owned facilities have become the most preferred facilities for shelter operations as they are public facilities and can usually accommodate large numbers of people. Churches are also appropriate as they are often large and have kitchen facilities on the premises. Because it is important that a community return to normal activities as soon after a disaster as possible, schools should be used in shelter operations only when other resources are unavailable.

### Primary Responsibilities

- Identify the care and shelter needs of the community.
- If necessary, establish a Dependent Care Center for emergency worker family members and dependents.
- Coordinate with the American Red Cross and other emergency welfare agencies for emergency mass feeding and to identify, set up, staff and maintain evacuation centers and mass care facilities for disaster victims.
- Via the media, encourage residents to go to the shelter nearest their residence.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 71.

### Assignments/Staffing

- Clarify any issues regarding your authority and assignment.

### Notifications

- If need is established, contact the Ventura County American Red Cross and request an ARC liaison for the City of San Buenaventura's EOC. (The ARC will arrange for a liaison at the Operational Area EOC to satisfy local government needs.)
- The Ventura County American Red Cross should be contacted when considering opening a mass care facility.
- Notify the Post Office to divert incoming mail to designated relocation areas or mass care facilities, as necessary.

### Meetings/Briefings

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Attend planning meetings at the request of the Operations Section Coordinator.

**Documentation**

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.
- ☐ Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any City expenditures, damages, casualties and numbers and types of persons sheltered. The reporting period will be determined by the Operations Section.

**Ongoing Activities**

- ☐ Identify the care and shelter needs of the community, in coordination with the other Operations Branches.
- ☐ Determine the need for an evacuation center or mass care shelter.
- ☐ Identify and prioritize which designated mass care facilities will be needed and if they are functional.
- ☐ Ensure that Building & Safety Unit has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.
- ☐ If evacuation is ordered, in conjunction with the American Red Cross if available, open evacuation centers in low risk areas and inform public of locations.
- ☐ In coordination with the ARC, ensure that mass care facilities and staff can accommodate unaccompanied children and persons with access and functional needs, i.e., persons needing communication assistance, persons that are not mobile, persons that have special needs associated with maintaining their independence, persons that may need to be supervised, and people that have transportation needs.
- ☐ In conjunction with the American Red Cross, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.)
- ☐ Ensure shelter management teams are organized and facilities are ready for occupancy meeting all health, safety and ADA standards, in conjunction with the American Red Cross.
- ☐ Coordinate with the Ventura County Health Care Agency via the Ventura County Operational Area EOC for sheltering of residential care and medically fragile individuals.
- ☐ Ensure shelter and feeding areas are free from contamination and meet all health, safety and ADA standards.
- ☐ Coordinate with the American Red Cross, other volunteer organizations and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g., in parks, schools, etc.
- ☐ Coordinate with Ventura County Animal Services for the care of shelterees' animals.

- Coordinate with the Facilities Unit of the Logistics Section in the evacuation and relocation or shelter-in-place of any mass care facilities that may be threatened by any hazardous condition.
- Request that the American Red Cross establish Reception Centers, as needed, to reunite rescued individuals with their families and to provide other necessary support services.
- Coordinate with the American Red Cross in the opening, relocating and closing of shelter operations. Also, coordinate the above with adjacent communities if needed.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Coordinate with the Personnel Unit of the Logistics Section to contact volunteer agencies and recall City staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs.
- Coordinate with the Communications Unit of the Logistic Sections to provide communications where needed to link mass care facilities, the EOC and other key facilities.
- Coordinate with the Transportation Unit of the Logistics Section for the transportation needs of shelterees.
- Assist the American Red Cross to ensure there are adequate food supplies, equipment and other supplies to operate mass care facilities, including food, water and relief areas for service animals. Ensure there are some foods and beverages available for people with dietary restrictions. Coordinate procurement and distribution through the American Red Cross or the Supplies/Procurement Unit of the Logistics Section if requested by American Red Cross.

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**OPERATIONS SUPPORT DOCUMENTATION****SHELTER-IN-PLACE**

These instructions give you guidelines if the EOC needs to shelter-in-place due to hazardous materials exposure from outside the EOC. These instructions could also be used by the Public Information Officer to disseminate information about how to shelter in place during a hazardous materials incident.

**Bring people inside and**

1. Close all doors to the outside and close and lock all windows (windows sometimes seal better when locked).
2. Use tape and plastic food wrapping, wax paper, or aluminum wrap to cover and seal bathroom exhaust fan grills, range vents, dryer vents, and other openings to the outside to the extent possible (including any obvious gaps around external windows and doors).
3. Where possible, ventilation systems should be turned off. Where this is not possible, building superintendents should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure.
4. Turn off all heating systems.
5. Turn off all air conditioners and switch inlets to the “closed” position. Seal any gaps around window-type air conditioners with tape and plastic sheeting, wax paper, or aluminum wrap.
6. Turn off all exhaust fans in kitchens, bathrooms, and other areas.
7. Close as many internal doors as possible in your buildings.
8. If the gas or vapor is soluble or even partially soluble in water-hold a wet cloth or handkerchief over your nose and mouth if the gases start to bother you. Don’t worry about running out of air to breathe. That is highly unlikely in normal buildings.
9. In case of an earthquake, aftershocks will occur-close drapes, curtains, and shades over windows. Stay away from external windows to prevent potential injury from flying glass.
10. Minimize the use of elevators in buildings. These tend to “pump” outdoor air in and out of a building as they travel up and down. Elevators can also fail.
11. Tune in to your local radio news station.

**ACCESS AND FUNCTIONAL NEEDS CONSIDERATIONS**

The following information is provided to assist the City of San Buenaventura to better meet the needs of persons who have limitations in the areas of seeing, hearing, speaking, moving, breathing, understanding and learning.

For the purposes of emergency preparedness and response, “needs” are organized into 5 categories:

**C - Communication, M - Medical, I-Independence, S - Supervision and T - Transportation (C-MIST).**

**Communication:** This category includes people who have limited or no ability to speak, see, hear or understand. During an emergency, people with communication needs may not hear announcements, see signs, understand messages or verbalize their concerns.

**Medical:** People in this group require assistance in managing activities of daily living such as eating, dressing, grooming, transferring, and going to the toilet. It includes managing chronic, terminal, or contagious health conditions (such as ongoing treatment and administration of medications, IV therapy, catheters, tube feeding, dialysis, oxygen, operating life-sustaining equipment). During an emergency, people may be separated from family and friends. Early identification of these needs and intervention can avoid deterioration of health.

**Independence:** This includes people who can function independently if they have their assistive devices and/or equipment. Items consist of mobility aids (such as wheelchairs, walkers, canes, crutches); communication aids; medical equipment (such as catheters, oxygen, syringes, medications); and service animals. Individuals may become separated from their assistive equipment and/or animals in an emergency. Those at risk whose needs are recognized and restored early are able to maintain their independence and manage in mass shelters. Effectively meeting their functional needs prevents secondary complications.

**Supervision:** People with supervision needs may include those who have psychiatric conditions (such as dementia, Alzheimer's, Schizophrenia, depression, or severe mental illness); addiction problems; brain injury, or anxiety due to transfer trauma. During an emergency, some people with mental illness may be able to function well, while others require a more protected and supervised setting.

**Transportation:** Emergency response requires mobility, and this category includes people who are unable to drive because of disability, age, temporary injury, poverty, addiction, legal restriction or have no access to a vehicle. Wheelchair-accessible transportation may be necessary. Pre-planning evacuation needs help prevent chaos during an emergency and many people can function independently once evacuated to safety.

## FUNCTIONAL PLANNING AREAS TO CONSIDER

### Communications

Any emergency hotline or information service such as 211 created for an emergency or disaster should include TTY/TDD (text telephone, also known as a telecommunication device for the deaf) numbers, when available, or the instruction "TTY callers use relay." Make sure the same information is provided by the official spokesperson and is used on television and radio.

Frequently repeat essential emergency information in a simple message format that those with cognitive disabilities can follow.

Provide information in alternate formats (e.g., Braille, audio recording, large font, text messages, e-mails, etc.) whenever possible ahead of time-based on the needs of the population.

Ensure that web-based information is accessible. Web accessibility is based on the principle that no potential Website visitors, including those with varied disabilities, should be precluded from accessing content or services the site provides. This is especially important for helping the public take self-preserving actions based on emergency management information.

When designing the Website, be certain it meets accessibility standards so that the information will be available to all visitors, including people with disabilities. The following are recommendations for compliance:

1. Avoid hidden texts/sections
2. Avoid pop-ups
3. Alt tags on images must be used
4. Use large print since small print is not in compliance
5. Avoid Flash media

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### Warning and Notification

Many traditional emergency notification methods are not accessible to or usable by people with disabilities. People who are deaf or hard of hearing cannot hear radio, television, sirens, or other audible alerts. Those who are blind or have low vision may not be aware of visual cues, such as flashing lights. Often, using a combination of methods will be more effective than relying on one method alone. For instance, combining visual and audible alerts will reach a greater audience than either method would by itself. Use telephone calls, auto-dialed TTY (teletypewriter) messages, text messages, E-mails, and even direct door-to-door contact with pre-registered individuals.

Local TV stations and cable TV providers should also use open-captioning for emergency communications.

### Evacuation

Individuals with disabilities will face a variety of challenges in evacuating, depending on the nature of the emergency. People with a mobility disability may need assistance leaving a building without a working elevator. Individuals who are blind or who have limited vision may no longer be able to independently use traditional orientation and navigation methods. An individual who is deaf may be trapped somewhere unable to communicate with anyone because the only communication device relies on voice. Procedures should be in place to ensure that people with disabilities can evacuate the physical area in a variety of conditions and with or without assistance. Special evacuation considerations include:

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### Durable Medical Equipment (DME)

In the past, people with disabilities were sometimes forced to leave expensive DME (augmentative communication devices, wheelchairs, walkers, respirators, etc.) at airports, bus loading areas, shelters, etc. Individuals should not be separated from their DME.

1. Tag all DME not easily replaced or that must be left behind with the owner's name.
2. Attempt to return a DME to an owner as soon as possible. Use systems similar to posting missing children's photos on specific web sites.

## Service Animals

Service animals are not household pets and a person with a disability accompanied by a service animal may not be segregated in any public accommodation. While you cannot unnecessarily segregate persons who use service animals from others, you may consider the potential presence of persons who, for safety or health reasons, should not be with certain types of animals.

Many people with disabilities are utilizing service animals to maintain their independence in the community. The Americans with Disabilities Act provides protection and guidelines in the use of service animals in public places and work places. Like DME - service animals must remain with their owners. In addition – the city needs to be prepared to provide food, water and relief areas for service animals.

Here is a partial listing of service dog types:

1. **Guide Dog or Dog Guide** - assist people with visual impairments.
2. **Mobility Dog** - retrieve items, open doors, push buttons, also assisting people with disabilities with walking, balance and transferring from place to place.
3. **Hearing Alert** - assist people with a hearing impairment to sounds.
4. **Seizure Alert/Seizure Response also known as Medical Alert** – alerts to oncoming seizures and is trained to respond to seizures such as get help or stay with the person.
5. **Medical Alert/Medical Response** - alerts to oncoming medical conditions, such as: heart attack, stroke, diabetes, epilepsy, panic attack, anxiety attack or post-traumatic stress disorder.

*Note: Not all people accompanied by a service animal have visible disabilities. Examples are: hearing, epilepsy, visual, heart disease and physiological/emotional conditions. Lack of a visible disability cannot be used as justification for turning away a service animal.*

Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal: “Is this a service animal required because of a disability?” However, you may not ask if it is a service animal for any particular disability.

An individual may not be carrying documentation of his or her medical condition or disability. Therefore, such documentation cannot be required as a condition for providing service to an individual accompanied by a service animal. You may not insist on proof or certification before permitting the service animal to accompany the person with a disability.

You may exclude any animal, including a service animal, from your facility when that animal’s behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded.

Although a public accommodation may exclude any service animal that is out of control, it should give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises.

## Sheltering and Mass Care

When disasters occur, people are often provided safe refuge in temporary shelters. Some may be located in schools, office buildings, tents, or other areas. Many of these shelters have not been accessible to people with disabilities. Individuals using a wheelchair or scooter have often been able to get to the shelter, only to find no accessible entrance, accessible toilet, or accessible shelter area.

If space permits, each shelter should offer low-stimulation “stress-relief zones.” These areas should be available on a priority basis to people whose disabilities are aggravated by stress.

Each shelter should have a Functional Needs Coordinator (FNC). This person can be an employee of the City of San Buenaventura; a representative from an agency that serves populations with access and functional needs; a pre-identified volunteer; or a person provided by the LACOA or the California FAST (Functional Assessment Service Team). If no FNC is available then the Shelter Manager will assume the FNC responsibilities. The FNC should:

- Ensure that all shelter locations can accommodate persons with disabilities.
- Ensure ample parking and that no barriers exist in pathways, entrances, sleeping and dining areas, toilet facilities, bathing facilities, first aid/medical facilities, recreation areas, and the routes to all of these areas.
- Ensure kitchen-access policies allow residents and volunteers with disabilities access to food and refrigerated medication.
- Ensure that at least some kinds of foods and beverages are available for people with dietary restrictions, such as diabetes or severe food allergies.
- Ensure that there is an effective way for people with disabilities to request and receive durable medical equipment and medication.
- Ensure that people with disabilities can request cots and beds, modifications to cots and beds, securing of cots and beds, and specific placement of cots, beds, or sleeping mats when needed.

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### Power and Refrigeration

Shelter locations should have back-up generators and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice). Power and refrigeration should be made available on a priority basis to people whose disabilities require access to electricity and refrigeration, such as using life-sustaining medical devices, providing power to motorized wheelchairs, and preserving certain medications, such as insulin, that require refrigeration.

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### Accessible Communications

Shelter locations should provide accessible communication for people who are deaf or hard of hearing and for people with severe speech disabilities. Staff should be trained on the basic procedures for providing accessible communication, including exchanging notes or posting written announcements to go with spoken announcements. Staff should read printed information, upon request, to persons who are blind or who have low vision.

Shelters should also accommodate persons who are blind or have low vision by providing way-finding assistance to people to provide orientation to the shelter environment and assistance in locating shelter areas or features.

The following are options for providing assistive communications to people with access or functional needs:

- Audible announcements
- Bulletin Boards – all bulletin boards should be located in a central area and placed, so their contents are accessible to people in wheelchairs. All materials posted should be written in large font – for example, Times New Roman 16 point or greater.
- On-call sign-language interpreters
- Video Remote Interpreting – American Sign language only
- California Relay Service (711) – persons with speech disabilities

The availability of each of these methods will be based on available resources and if the appropriate service contracts can be negotiated by the City.

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### Unaccompanied Minors

Unaccompanied minors are persons under the age of 18 who have become separated from their parents or guardians and should be regarded as a vulnerable population who may be unable to care for themselves and/or may be at risk of abduction or other criminal activity. In addition, unaccompanied minors within the community may be unable to understand the scope of the emergency, access information, or know where to go for help.

Unaccompanied minors should be segregated from the general shelter population and placed in an area that can be continually monitored by shelter staff. In addition, shelter staff with access to unaccompanied minors should be limited to those who have been cleared for access to children. One way to achieve this would be to assign teachers or substitute teachers from the Ventura Unified School District to provide supervision of, and care for, unaccompanied minors.

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### Personal Attendants

Personal attendants should be allowed to remain in the same shelter as the person they assist or be allowed access to the shelter both inside and outside of the normal hours. Shelter personnel will not provide personal attendant care services to any shelter resident but will assist in coordinating personal care attendant services. If the shelter personnel are not able to coordinate personal care attendant services, the person should be referred to a medical shelter.

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### Service Animals

Federal regulations for a service animal differ from those for a household pet. Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.

In addition to the provisions about service dogs, the revised Americans with Disabilities Act (ADA) regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.)

Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are:

1. Whether the miniature horse is housebroken
2. Whether the miniature horse is under the owner's control
3. Whether the facility can accommodate the miniature horse's type, size, and weight
4. Whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility

People with disabilities who use service animals should not be separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters. Shelters cannot unnecessarily segregate persons who use service animals from others, however, the potential presence of persons who, for safety or health reasons, should not be with certain types of animals.

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### Special Needs Shelters

Individuals who require minimal support or assistance should not be directed to a shelter that provides a greater level of support services than what they need. For example, an elderly individual who functions without assistance in his or her home may be confused and in need of assistance in the shelter environment. A person with a cognitive or psychiatric disability may need direction with the change in daily routine. These individuals may be accommodated with minimal assistance in a general population shelter. Likewise, individuals with special needs usually function best when kept with their family or caregiver.

If a "special needs" or "medical" shelter is established, eligibility policies and procedures will be adopted to ensure that shelter personnel do not require people with disabilities to stay in these shelters solely because they have a disability. Special needs and medical shelters are intended to house people who are medically fragile, such as those who require hospital or nursing home care.

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### Medications and Replacement Medications

Public and private insurance programs frequently limit the amount of prescription drugs people can order at one time. This restriction therefore limits individuals who may need to fill prescriptions immediately following an emergency. The Los Angeles County Public Health Department will be the lead agency in replacement of prescriptions for persons dependent on medications and not able to access their regular supply of medication.

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### Re-Entry, Temporary and Long-Term Housing

The needs of individuals with disabilities should be considered, too, when they leave a shelter or are otherwise allowed to return to their home. If ramps have been destroyed or blocked, people with mobility impairments will be unable to get into and out of their homes. People with access and functional needs are likely to face additional barriers in returning to their homes or in obtaining suitable housing that the non-disabled will not.



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## Re-Entry

Additional care must be taken in returning the disabled and elderly to their home environments. Conditions that would not pose a hazard to the able-bodied can pose a hazard to the disabled. Additionally, in many cases cleanup and simple repairs that will return a home to a usable state are beyond the capabilities of people with disabilities.

People with access and functional needs may require additional assistance during the re-entry phase. Prior to their leaving a shelter we will need to ensure that they are connected with either their support network or an outside organization that can evaluate their home and – if necessary - take corrective action to ensure that it is safe for that person. ENLA and/or VOAD may be able to provide referrals to organizations that can meet these needs.

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## Temporary Housing

Any temporary housing identified to be used after leaving the short-term shelters need to also meet the needs of persons with access and functional needs, i.e. have appropriate communication devices, such as TTY's, to ensure individuals with communication disabilities can communicate with family, friends, and medical professionals and have the necessary features such as ramps or electrical systems. People with access or functional needs will be given priority for temporary accessible housing.

The City can request assistance from State FAST members to coordinate transition from a shelter setting into the community. FAST members are trained and knowledgeable in regard to a variety of types of disability. They are able to assist in prevention of inappropriate institutionalization, and secure long-term health and mental health services.

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## Permanent and Replacement Housing

Lack of accessible housing opportunities for individuals with disabilities does and will continue to result in unnecessary and expensive institutionalization. Available data discloses that the costs of providing appropriate housing options for people with disabilities is well worth the investment because of the significant savings that results from enabling people with disabilities to live in the community, find employment, and pay taxes. People with access or functional needs should be given priority for accessible housing.

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## Restoration of Public Buildings and Services

In disaster it is not only the city's residents and businesses that are disrupted but the city government will be disrupted as well. However this is also an opportunity to repair or rebuild older facilities that are not accessible to people with disabilities in a manner that makes those facilities accessible. Any damaged accessibility features should be addressed before a public building is returned to operation after repairs. In some cases ADA requirements can be used as justification for replacing a facility instead of repairing it.

Facilities constructed or altered because of emergency- or disaster-related damage must comply with the accessibility requirements of Title II of the ADA. Facilities constructed after January 26, 1992, and repairs to such facilities, must comply with Title II's new construction requirements. Alterations to facilities constructed before the ADA became effective, must comply with Title II's requirements for alterations to existing facilities. Alterations may not decrease accessibility.



In instances where critical infrastructure is destroyed, the recovery process presents an opportunity for urban planners to ensure new buildings meet accessibility requirements, where perhaps the old buildings did not. This should be considered as part of the long term mitigation of future impacts on the community.

As Federal and/or State funding is received, the jurisdiction should recognize its obligations to involve special needs populations in the planning for community restoration.

### Public and Disaster Assistance Programs

The recovery phase of a disaster is never easy, and the difficulties can be compounded for individuals with special needs. In addition to personal losses and injuries, individuals with special needs might lose vital connections with personal care providers, service animals, community liaisons, public transportation, neighbors, and other people integral to their everyday support network. These disconnections create disruptions in services that people with special needs rely on to participate in daily life.

Many people will need assistance, including the provision of individual case management support, with reestablishing and applying for human services programs and benefits. They may not be aware of the full array of services available to disaster victims and they may need assistance in completing forms, understanding eligibility requirements, and arranging for continuity of services. Local collaboration between planners and providers will be necessary to quickly and effectively reestablish human services support for persons with special needs. In addition, important information relating to the agency and recipient civil rights obligations, assistance options, and resources for those experiencing difficulty in accessing services, should be provided in multiple languages. Planning for the reestablishment of the human services infrastructure and alternate arrangements is best achieved during the initial stages of emergency planning with input from a local human services network. Keep in mind that local human service providers will need support in developing emergency plans for themselves as well as their constituents.

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### Outreach with Disability Advocacy Organizations and VOAD's

Jurisdictions most successful at recovering from disasters have established formal relationships with a variety of community organizations that provide a link to the special needs populations they serve. By working together on an ongoing basis to develop a joint plan of recovery, government agencies and community organizations will be better able to identify not only assets and capabilities, but also opportunities for improvement and cooperation.

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### Mental Health and Behavioral Services

Adequate support mechanisms should be planned to meet mental and behavioral health needs in the weeks and months following a disaster. Previous disasters have demonstrated that these stressful situations often lead to dramatic increases in suicide, domestic violence, and child abuse, as well as exacerbations of pre-existing physical and mental health issues. Mental health resources should be available and organizations serving individuals with special needs should be made aware of the availability of such resources and the means of accessing them. Ideally, assistance should be provided in familiar settings, such as schools, service provider offices, and community healthcare provider offices.

## Considerations for Service and Assistance Programs

Continuity of operations plans need to address continuity of access to programs, services, and activities for people with disabilities. Programs relocated from damaged facilities must remain accessible to people with disabilities, whether the relocation is permanent or temporary.

1. Ensure that medical, social service, and other benefit programs are accessible to people with disabilities, including people who use wheelchairs, scooters, and other mobility aids and people who use service animals.
2. Ensure that medical, social service, and other benefit programs do not have eligibility criteria that screen out or tend to screen out people with disabilities, or application processes or procedures that deny access to people with disabilities.
3. Establish policies and procedures to ensure that medical, social service, and other benefit programs provide effective communication to people with disabilities, including primary consideration of the method of communication preferred by an individual with a disability.
4. Make allowances at blockades, shelters, and other affected areas for access by attendants, home health aides, visiting nurses, service/guide animals, and other individuals crucial to the immediate healthcare needs of people with disabilities
5. Address how people with disabilities who are employed by businesses that are able to open soon after a disaster will get to work.

Each location providing public assistance and disaster assistance programs should provide translation and interpreter services to support the disaster assistance application process, medical care, and other services needed as a result of the disaster. Volunteer assistance provided by individuals with special needs can also help disaster victims receive the level of support they require during recovery operations.

## Alert and Warning - Alert and Warning Procedures

This section outlines the receipt of warning and alerting and notification by the City of San Buenaventura and methods for warning the public if there is a major emergency, especially one requiring evacuation. Such warnings may be necessary for fires, floods, hazardous materials incidents, and, as a precautionary measure, for a short-term earthquake prediction.

These procedures should be closely coordinated with the Public Information Officer to assure the most complete and conforming information delivery to the public.

## Local Alerting and Warning Systems

All warning systems will be coordinated through the City of San Buenaventura's EOC Director. The following persons are authorized to activate the warning systems:

Watch Commander  
EOC Director or designee

Activation procedures and geographical boundaries of the systems are detailed below:

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### Mobile Emergency Vehicle Sirens and Loudspeakers

The primary warning system for the City of San Buenaventura will be mobile emergency vehicle sirens and loudspeakers. Vehicles will be dispatched to specific locations and assignments made as directed by the Police Department or Incident Commander. All areas of the jurisdiction are accessible by vehicle.

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### Cable TV

Currently, the City has an agreements with local cable companies to provide the public with alerting and notification of various disaster situations. These systems include break into all TVs that are a part of this cable system. The City's cable channel via CAPS Media (Channels 6 and 15) will provide directions to the citizens via scrolled information. This includes a "leader" that will scroll across any TV station that is turned on directing viewers to tune to their local cable channel for more information.

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### Automated Notification System (VC Alert)

The City of Ventura uses VC Alert, a high-speed emergency notification system to deliver critical messages (voicemail, email, texts) about local emergencies and other important community news. The system enables officials to provide essential information quickly to each resident in Ventura.

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### Emergency Alert System (EAS)

Refer to the Appendix, a restricted use document, for EAS Activation Procedures. Access to EAS for local emergency events of concern to a significant segment of the population of Ventura County is through the Ventura County Sheriff's Office of Emergency Services.

City officials requesting County-wide activation should first review the following criteria:

- Pertinent data
- Area involved
- Actions desired from citizens
- Urgency of broadcast (immediate or delayed)
- Period of time broadcasting should continue

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### City Website

Recent emergency information may also be accessed via [www.cityofventura.ca.gov](http://www.cityofventura.ca.gov) and at the [www.vcemergency.com](http://www.vcemergency.com).

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## Social Media

The city can post emergency messages at their Twitter account at @cityofventura and on the city's Facebook page.

Other warning systems utilized by the City include mobile emergency vehicle sirens and loudspeakers, door-to-door notification by Neighbor Hood Watch Block Captains, Community Emergency Response Team and other volunteers.

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## Operational Area Alerting, Notification and Warning Systems

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### Public Notification System

The Ventura County Sheriff's Office of Emergency Services uses a mass notification system (VC Alert) to alert residents and businesses by phone, text, and e-mail of emergencies in their area.

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### OASIS - Operational Area Satellite Information System

The County of Ventura has Cal OES OASIS equipment installed in the County EOC. OASIS is a system that consists of a communications satellite, multiple remote sites and a hub. Through this system the County has the capability of contacting any other County in California either through voice or data transmission. The system also allows the County to have direct access to the Cal OES and other participating state agencies.

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### EAS - Emergency Alert System

Refer to the Appendix, a restricted use document, for EAS Activation Procedures.

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### The Common Program Control Station (CPCS)

A primary station in an operational area which, preferably, has special communication links with appropriate authorities, (i.e., National Weather Service, Civil Defense, Government authorities, etc.) as specified in the State EAS Operational Plan. The primary CPCS station is responsible for coordinating the carriage of common emergency programs for its area. If it is unable to carry out this function, other Primary Stations in the operational area will be assigned the responsibility as indicated in the State EAS Operational Plan. Ventura County Operational Area CPCS stations are:

- KVTA (AM) 1590
- KHAY (FM) 100.7
- KMLA (FM) 103.7 - Spanish

The Sheriff of Ventura County, while not the originator of the EAS material, is responsible for the content and authenticity of the information broadcast over the local EAS. Local broadcast stations have the right to edit or use any or all of an EAS broadcast. **Refer to the Appendix - EAS Activation Procedures.**

## State Alerting and Warning Systems

The California State Warning Center (CSWC) is responsible for informing, communicating, alerting, and notifying local governments, Operational Areas, state officials, and the Federal government of natural or human-caused emergencies. To meet this responsibility, the CSWC is equipped with a number of telephone, data, and radio systems, including the CALWAS, CLETS, NWS Weather Wire, CSWC message switching computer, and the CISN and Dialogic Automated Notification System. Most of these systems are used on a day-to-day basis; while others are available for use in an emergency, as conditions require.

### NAWAS and CALWAS

The CSWC maintains the California Warning System (CALWAS) to communicate with Cal OES Regional Offices and County Warning Points during an emergency. CALWAS is part of the National Warning System (NAWAS).

### OASIS, CLETS, CLERS, and EAS

The Operational Area Satellite Information System (OASIS), California Law Enforcement Telecommunications System (CLETS), and the California Law Enforcement Radio System (CLERS) are utilized to alert and notify sheriff and police departments, and key Emergency Alert System (EAS) stations.

### Radios and Microwave Systems

The State agencies Radio / Microwave System is utilized to communicate information to State agencies and EOCs.

<sup>1</sup>Governor's Office of Emergency Services, *State of California Emergency Plan*, October 2017, page 54.

## NATIONAL WEATHER SERVICE ISSUANCES

### Types of Issuances

**OUTLOOK** - For events possible to develop in the extended period (extended definition depends on the type of event)

**ADVISORY** - For events that are occurring or are forecast to develop in the short term (generally within the next 6 hours)

**WATCH** - For the possibility of an event happening within the short term (generally refers to the next 6 to 12 hours)

**WARNING** - The most serious issuance! For life-threatening events occurring or forecast to develop within the short term (generally within the next 6 hours)

**STATEMENTS (OR UPDATES)** - Issued as updates to the above products

## Specific Types of Issuances

### Flash Flooding

**FLASH FLOOD WARNING:** Flash Flooding is occurring or imminent.

**URBAN AND SMALL STREAM FLOOD ADVISORY:** Flooding is occurring or imminent, but is not life threatening (nuisance flooding). This warning may be upgraded to a Flash Flood Warning if conditions worsen.

**FLASH FLOOD WATCH:** There is a good possibility of Flash Flooding, but it is neither occurring nor imminent (generally means the possibility exists within the next 24 hours).

**FLASH FLOOD STATEMENT:** Updates any of the above three issuances.

**TORNADO AND SEVERE THUNDERSTORM WARNINGS:** Issued on the observation of a tornado, funnel cloud, or severe thunderstorm (a thunderstorm is defined as severe when it is accompanied by 58 mph winds or 3/4" hail), or the indication of any of the above based on radar data.

**TORNADO AND SEVERE THUNDERSTORM WATCHES:** Issued (by the National Severe Storms Forecast Center in Kansas City, MO) when there is a likelihood of development of either tornadoes or severe thunderstorms.

### Other Types of Issuances

**DENSE FOG ADVISORY:** Issued when dense fog (visibility below 2 mile) is expected to last for three hours or longer)

**DENSE FOG WARNING:** Issued when widespread zero or near-zero visibilities are forecast to last three hours or longer.

Refer to the Appendix section for contact numbers for the National Weather Service.

**EMERGENCY POTABLE WATER PROCUREMENT & DISTRIBUTION****Introduction**

The following procedures are designed to facilitate acquisition and distribution of alternative potable water. They set forth-specific activities that should be considered to evaluate emergency situations and then to procure and distribute potable water to critical locations if needed.

Primary Response Agency Roles and Responsibilities:

<b>Agent</b>	<b>Function</b>
<b>Ventura Water</b>	Primary agency responsible for purchase and distribution of alternate source of potable water for populations within the City. Coordinates water resources and manages operations for distribution of alternative potable water to affected populations.
<b>Ventura County (Operational Area)</b>	Operates Operational Area Emergency Operations Center (OAEOC) coordinates county resources and assists city EOC(s) in providing potable water to affected population(s).
<b>California Office of Emergency Services</b>	Coordinates federal, state, and regional resources to assist OAEOC(s) in providing alternative source of potable water to affected populations. Operates Regional Emergency Operations Center (REOC) and State Operations Center (SOC).
<b>Federal Emergency Management Agency (FEMA)</b>	Coordinates federal emergency response resources and provides alternate source of potable water to affected populations, as requested by State.

**Note:** For the purpose of this document: "alternative potable water" and "emergency potable water" means water that is supplied from an alternative source and/or delivery system. Cal OES will assist local government in pursuing possible Federal reimbursement for costs incurred.

## WATER - CONCEPT OF OPERATIONS

During the initial hours following an emergency it is especially important to ascertain the scale of the emergency and the areas where the potable water supply and delivery system has been affected.

### Procurement and Distribution Process

Successful implementation of these procedures will require the support of public, private, and volunteer agencies. The following identifies the public, private, and volunteer agencies, which will play a part in the acquisition and distribution of emergency potable water and assigns to them specific roles and responsibilities.

#### Ventura Water

Ventura Water will ensure that alternate sources of potable water will be available to affected populations when the water delivery system is damaged.

#### Operational Area

Ventura County Public Works is the primary agency responsible for the purchase and distribution of emergency potable water to populations within its jurisdiction.

#### California Office Of Emergency Services (Cal OES)

If the Operational Area cannot provide enough alternate source of potable water to affected populations Cal OES will activate Regional Emergency Operations Center(s) (REOC) and State Operations Center (SOC). Implement duties pursuant to REOC and SOC roles and responsibilities.

#### Federal Emergency Management Agency (FEMA)

Provide alternate source of potable water to affected populations, as requested by State. Implement duties pursuant to FEMA roles and responsibilities.

### Responsibility

Ventura Water is responsible for evaluating situation assessments and prioritizing resource allocation. When necessary, the water coordinator will activate a water task group to help establish or assist in the establishment and operation of the alternative potable water procurement and distribution program. The size, makeup and specific assignment of the water task group will be dependent on the magnitude of the problem at hand.

The Water Coordinator and Water Task Group will be staffed by Ventura Water. The unit will report to the Infrastructure Branch.

Duties of the water coordinator/water task group are as follows:

1. Serve as EOC primary contact for all potable water procurement and distribution matters.



2. Coordinate conference calls with other level EOC water coordinators to assess potable water needs.
3. Obtain consolidated situation information compiled by the Planning/Intelligence Section and other sources.

This information would include:

- cause and extent of water system damage
  - estimated duration of system outage
  - geographical area affected
  - population affected
  - actions taken to restore system
  - resources needed to reactivate system
  - emergency potable water needs (quantity and prioritized areas)
4. Prioritize distribution locations (include needs of critical facilities) and make recommendations to Infrastructure Branch Director who will discuss with the Operations Section Coordinator.
  5. Identify and secure potable water resources with assistance from the Logistics Section, Procurement/Purchasing Unit.
  6. Identify transportation and equipment needs and secure required resources through the Logistics Section, Procurement/Purchasing Unit.
  7. Coordinate with Ventura County Public Health Department, water utilities, and EOC Public Information Officer for appropriate public information announcements and media interface.
  8. Document all information related to expenditures, resource commitments, contracts and other costs related to procurement and distribution of potable water and provide such information to the Finance and Administration Section.

### Emergency Potable Water Supply Considerations

When there is a need for emergency potable water, everyone should work with the Operational Area and with the State Department of Health Services, Division of Drinking Water and Environmental Management. When there is a "Boil Water" advisory, the public should be advised to bring water to a rapid boil for 1-2 minutes. In the event of any other situation that may require supplying potable water, the City EOC and Operational Area EOC will utilize the following options in the order listed below. All City requests should go through the Operational Area EOC.

#### Bottled Water

Water in one-gallon plastic containers is by far the most convenient and effective way to initially provide emergency water to the public. A list of approved commercial vendors is maintained by the State Department of Health Services, Food and Drug Branch, is available through the REOC Operations Section Water Coordinator.

The Regional Emergency Operations Center (REOC) can arrange transportation, if necessary, with state assets. Water and beverage bottlers sometimes offer free bottled water and delivery.

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#### Bulk Potable Water Deliveries:

##### **(If bottled water is not a viable option)**

Bulk potable water deliveries are for limited use and should only be employed for immediate crisis situations when the first option is not available. Bulk potable water may also be needed for critical facilities such as hospitals, clinics and other health facilities.

Portions of the existing potable water system, or nearby systems, may continue to have potable water in their normal distribution systems. These sources are closest and easiest to access and should be used for bulk water deliveries.

National Guard water buffaloes (500 gallon trailers) are available in limited numbers and should only be used to support evacuation efforts and immediate crisis situations. The small volume necessitates that water tenders keep buffaloes filled.

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#### Water Purification Systems:

##### **(If bulk potable water deliveries are not a viable option):**

Commercial portable water purification systems are available where connection to an approved water source and some means of storing or distributing water is available. Approved and licensed commercial vendors can provide limited water storage (approximately 1,000 gallons). The State Department of Health Services Drinking Water Program or City Public Health must approve the water source to assure that the treatment is sufficient to deal with the level of contamination, and confirm the integrity of the system. The National Guard has limited purification capability, which should only be requested when all other options are exhausted.

**PLANNING/INTELLIGENCE SECTION - GENERAL INFORMATION****Purpose**

To enhance the capability of the City of San Buenaventura to respond to disasters by collecting, evaluating, displaying, and disseminating incident information.

**Overview**

The Planning/Intelligence Section's primary responsibility is to collect, evaluate, display, and disseminate incident information and status of all assigned, available, and "out-of-service" critical resources. This Section functions as the primary support for decision-making to the overall disaster organization. This Section also provides anticipatory appraisals and develops plans necessary to cope with changing field events. This Section gathers and documents information to answer critical questions: Where are the incidents? How bad are the incidents? How much worse will the incidents become? How can we best manage the incidents? During a disaster, other department heads will advise the Planning/Intelligence Coordinator on various courses of action from their departmental level perspective.

**Objectives**

The Planning/Intelligence Section ensures that safety/damage assessment information is compiled, assembled, and reported expeditiously to the various EOC sections, City departments, and the Ventura County Operational Area. This Section is responsible for preparing and documenting the EOC Action Plan (with input from Management Section Staff, Section Coordinators, and other appropriate agencies/jurisdictions). The Planning/Intelligence Section is also responsible for the detailed recording (Documentation Unit) of the entire response effort and preserving these records during and following the disaster. Finally, the Planning/Intelligence Section is responsible for inputting information into the County's disaster information management system (DLAN). The Planning/Intelligence Section will accomplish the following specific objectives during a disaster:

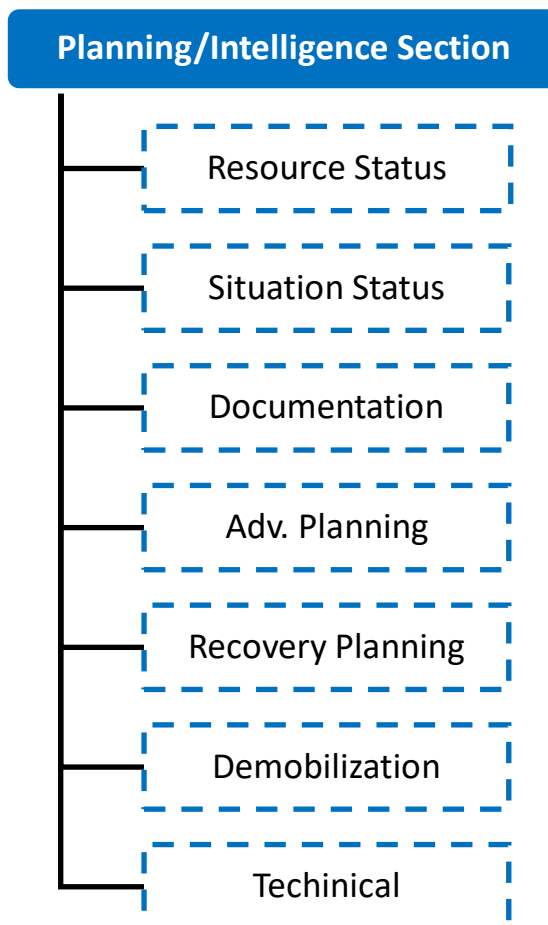
- Collect initial situation and safety/damage assessment information.
- Display situation and operational information in the EOC using maps and visual aids.
- Prepare and maintain displays, charts, and lists that reflect the current status and location of assigned resources (personnel, equipment, and vehicles).
- Disseminate intelligence information to the EOC Director, Public Information Officer, Section Coordinators, and the Ventura County Operational Area via DLAN.
- Conduct mapping and recording operations.
- Prepare summary safety/damage assessment reports for dissemination to other sections, City departments, Cal OES, FEMA, and the Ventura County Operational Area.
- Prepare required reports identifying the extent of damage and financial losses.
- Determine the City's post-event condition.
- Provide Planning/Intelligence support to other sections.
- Ensure accurate recording and documentation of the incident.

- Prepare the City's EOC Action Plan.
- Prepare the City's After-Action/Corrective Action Report after the EOC demobilizes.
- Prepare a post-disaster recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.
- Acquire technical experts for special interest topics or special technical knowledge subjects.

### Concept of Operations

The Planning/Intelligence Section will operate under the following policies during a disaster as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council or EOC Director.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with the City Employee Emergency Response Procedures.
- Operational periods will be determined by the EOC Director. Operational periods should be event-driven.

**PLANNING/INTELLIGENCE SECTION ORGANIZATION CHART****PLANNING/INTELLIGENCE SECTION STAFF**

The Planning/Intelligence Section Coordinator will determine, based on present and projected requirements, the need for establishing specific units. The following may be established as the need arises:

- Resources Status Unit
- Situation Status Unit
- Documentation Unit
- Advance Planning Unit
- Recovery Planning Unit
- Demobilization Unit
- Technical Specialist

The Planning/Intelligence Section Coordinator may activate additional units as necessary to fulfill an expanded role.

The Planning/Intelligence Section Coordinator is responsible for overseeing all demobilization post-disaster. All Planning/Intelligence staff will account for all equipment, personnel, and supplies at the end of any operation.

### Planning/Intelligence Section Coordinator

The Planning/Intelligence Section Coordinator, a member of the EOC Director's General Staff, is responsible for the collection, evaluation, forecasting, dissemination and use of information about the development of the incident and status of resources. Information is needed to:

- Understand the current situation.
- Predict probable course of incident events.
- Prepare alternative strategies for the incident.
- Prepare the EOC organization for transition to recovery operations to restore the City to pre-disaster condition as quickly and effectively as possible.

### Resources Status Unit

The Resources Status Unit is responsible for maintaining detailed tracking records of resource allocation and use (resources available, resources assigned, resources requested but not yet on scene, "out-of-service" resources, and estimates of future resource needs); for maintaining logs to support the documentation process and for resources information displays in the EOC. This Unit cooperates closely with the Operations Section (to determine resources currently in place and resources needed) and Logistics Section (to determine resources ordered and in route).

### Situation Status Unit

The Situation Status Unit is responsible for the collection and organization of incident status and situation information and maintaining detailed records of safety/damage assessment information, and supporting the documentation process. The Unit is also responsible for the evaluation, analysis, and display of information for use by EOC staff.

### Documentation Unit

The Documentation Unit is responsible for initiating and coordinating the preparation of the City's EOC Action Plans and After-Action/Corrective Action Reports; maintaining accurate and complete incident files; establishing and operating an EOC Message Center, as needed; providing copying services to EOC personnel and preserving incident files for legal, analytical and historical purposes.

### Advance Planning Unit

The Advance Planning Unit is responsible for developing reports and recommendations for future time periods and for preparing reports and briefings for use in strategy and/or planning meetings.

### Recovery Planning Unit

The Recovery Unit is responsible for all initial recovery operations and for preparing the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster condition as quickly and effectively as possible.

### Demobilization Unit

The Demobilization Unit is responsible for preparing a Demobilization Plan to ensure an orderly, safe and cost-effective release of personnel and equipment.

### Technical Specialist

Technical Specialists are advisors with special skills needed to support a field or function not addressed elsewhere or by any other discipline. Technical Specialists (which may or may not be an employee of a public or private agency) may report to the Planning/Intelligence Section Coordinator; may function within an existing unit such as the Situation Status Unit; form a separate unit if required or be reassigned to other parts of the organization, i.e. Operations, Logistics, or Finance/Administration.

**PLANNING/INTELLIGENCE SECTIONS COORDINATOR****SUPERVISOR: EOC Director****Primary Responsibilities**

- Ensure that the Planning/Intelligence function is performed consistent with SEMS/NIMS Guidelines, including:
  - Collecting, analyzing and displaying situation information.
  - Preparing periodic situation reports
  - Initiating and documenting the City's Action Plan and After-Action/Corrective Action Report
  - Resource tracking
  - Advance planning
  - Transitioning to recovery operations
  - Planning for demobilization
  - Providing Geographic Information Services and other technical support services to the various organizational elements within the EOC
- Exercise overall responsibility for the coordination of branch/group/unit activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page 71.

**Activation**

- ☐ Determine the operational status and appropriate level of activation based on situation as known.
- ☐ As appropriate, respond to the EOC.
- ☐ Mobilize appropriate personnel for initial activation of the EOC

**Assignments/Staffing**

- ☐ Clarify any issues regarding your authority and assignment.
- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
  - Situation Status Unit
  - Resources Status Unit
  - Documentation Unit
  - Damage Assessment Unit



- Advance Planning Unit
  - Recovery Planning Unit
  - Demobilization Unit
  - Technical Specialist
- ☐ Confirm that all key Planning/Intelligence Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
  - ☐ Request additional personnel for the Section to maintain a 24-hour operation as required.
  - ☐ Carry out responsibilities of your Section not currently staffed.

### Notifications

- ☐ Notify EOC Director when your Section is fully operational.

### Meetings/Briefings

- ☐ Brief new or relief personnel in your Branch. Briefings should include:
  - Current situation assessment.
  - Identification of specific job responsibilities.
  - Identification of co-workers within the job function and/or geographical assignment.
  - Availability of communications.
  - Location of work area.
  - Identification of eating and sleeping arrangements as appropriate.
  - Procedural instructions for obtaining additional supplies, services, and personnel.
  - Identification of operational period work shifts.
- ☐ Meet with other activated Section Coordinators, as needed.
- ☐ Attend periodic briefing sessions conducted by the EOC Director.
- ☐ Brief the EOC Director on major problem areas that need or will require solutions.
- ☐ Conduct periodic Planning Section briefings and work to reach consensus for forthcoming operational needs.
- ☐ Direct the coordination of periodic disaster and strategy plans briefings to the EOC Director and General Staff, including analysis and forecast of incident potential.

### Action Planning

- ☐ Initiate the EOC Action Plan development process for the current and forthcoming operational periods.

- Work closely with the EOC Director and General Staff in the development of the EOC Action Plan.
- Participate in the EOC Director's action planning meetings and coordinate with the EOC Director to confirm the lead for the action planning meetings.
- Ensure the development of the Planning Section objectives. **(See Planning/Intelligence Support Documentation – Action Planning.)**
- Work closely with each Unit leader to ensure Planning/Intelligence Section objectives as defined in the current EOC Action Plan are being addressed.
- Work closely with Logistics Section-Communications Unit in the development of a Communications Plan.

### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Open and maintain an Activity Log **(See Planning/Intelligence Support Documentation, Activity Log).**
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Review major incident reports and additional field operational information that may pertain to or affect Section operations.
- Review and approve reconnaissance, City status and safety/damage assessment reports for transmission by the Situation Status Unit to the Ventura County Operational Area.
- Ensure that your Section logs and files are maintained.
- Provide copies of the any reports to the Documentation Unit of the Planning/Intelligence Section at end of each operational period.
- With Section Coordinators, develop a plan for initial recovery operations.

### Ongoing Activities

- Review responsibilities of branches in your Section. Develop plan for carrying out all responsibilities.
- Direct the Situation Status Unit leader to initiate collection and display of significant disaster events and safety/damage assessment information.
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections. Ensure Situation Status Unit develops information on the impact of the emergency from within the EOC and outside agencies and departments.
- Ensure that the Situation Status Unit determines the status of the transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section. Find

out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate Branches/Units.

- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Assemble information on alternative strategies.
- ☐ Ensure that pertinent disaster information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, and the Ventura County Operational Area. Also ensure that the public is kept informed through the PIO.
- ☐ Ensure internal coordination between branch/group/unit leaders.
- ☐ Ensure status and display boards are current.
- ☐ Update status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Refer all contacts with the media to the Public Information Officer (PIO).
- ☐ Begin planning for recovery. Ensure Recovery Planning Unit is activated and supported.

#### Resources

- ☐ See Resources in Common EOC Responsibilities on page 72.
- ☐ Keep up to date on situation and resources associated with your Section.
- ☐ Identify the need for use of special resources.

**RESOURCES UNIT****SUPERVISOR: Planning/Intelligence Section Coordinator****Primary Responsibilities**

- Maintain detailed tracking records of critical resource allocation and use (critical resources available, critical resources assigned, critical resources requested but not yet on scene, “out-of-service” critical resources and estimates of future critical resource needs.)
- Prepare and maintain displays, charts and lists that reflect the current status and location of controlled critical resources, transportation and support vehicles.
- Establish a critical resources reporting system for field and EOC units.
- Prepare and process critical resource status change information.
- Provide information to assist the Situation Status and Documentation Units of the Planning/Intelligence Section in strategy planning and briefing presentations.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC Duties on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Maintain a master list of all critical resources reported.
- Provide a critical resources overview and summary information to the Situation Status Unit of the Planning/Intelligence Section as requested and written status reports on critical resource allocations as requested by the Section Coordinators.

**Ongoing Activities**

- ☐ Develop a system to track critical resources deployed for disaster response. Critical resources include personnel and equipment.
- ☐ Direct the collection, organization and display status of critical incident resources to include allocation, deployment and staging areas.
- ☐ Establish a reporting procedure for critical resources at specified locations.
- ☐ Provide for an authentication system in case of conflicting resources status reports.
- ☐ Assist in strategy planning based on the evaluation of the critical resources allocation, resources en route and projected resources shortfalls.
- ☐ Keep Operations Section informed of the estimated time-of-arrival of ordered personnel, support vehicles/units, transportation and other critical resources. (Coordinate with Logistics Section).

**Resources**

- ☐ See Resources in Common EOC Responsibilities on page 72.
- ☐ Prepare and maintain displays, charts and lists that reflect the status and location of controlled resources, transportation and support vehicles.
- ☐ Ensure that available critical resources are not overlooked by EOC staff.
- ☐ Make recommendations to the Planning/Intelligence Section Coordinator of resources that are not deployed or should be activated.

**SITUATION STATUS UNIT****SUPERVISOR: Planning/Intelligence Section Coordinator****Primary Responsibilities**

- Collect, organize and analyze situation information including safety and damage assessment information from EOC sources. (Coordinate with the Building and Safety and the Infrastructure Branch of the Operations Section for safety and damage assessment information. Coordinate with Ventura County Operational EOC for damage assessment information.
- Provide current situation assessments based on analysis of information received from a variety of sources and reports.
- Develop situation reports for dissemination to Planning/Intelligence Section Coordinator, EOC Director, and other section coordinators to initiate the action planning process.
- Transmit approved reports to the Ventura County Operational Area. DLAN can be used to facilitate this process **(See DLAN information in the Appendices)**.
- Develop and maintain current maps and other displays (locations and types of incidents).
- Assess, verify and prioritize situation information into situation intelligence briefings and situation status reports.
- Evaluate the content of all incoming field situation and major incident reports. Provide incoming intelligence information directly to appropriate EOC Sections, summarize and provide current information on central maps and displays.
- Monitor and ensure the orderly flow of disaster intelligence information within the EOC.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC Duties on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Meet with the Planning/Intelligence Section Coordinator and EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.
- Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information.

**Action Planning**

- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

**Documentation**

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.
- ☐ Prepare safety/damage assessment information and provide to the Planning/Intelligence Section Coordinator for approval.
- ☐ Document those structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.
- ☐ Provide final safety/damage assessment reports to the Documentation Unit.
- ☐ Establish and maintain an open file of situation reports and major incident reports for review by other sections/units.
- ☐ Prepare required Operational Area reports. Obtain approval from the Planning/Intelligence Section Coordinator and transmit to the Ventura County Operational Area via DLAN.
- ☐ Prepare written situation reports at periodic intervals at the direction of the Planning/Intelligence Section Coordinator.

**Ongoing Activities**

- ☐ Direct the collection, organization and display of status of disaster events according to the format that the Documentation Unit is utilizing, including:
  - Location and nature of the disaster/emergency
  - Special hazards
  - Number of injured persons
  - Number of deceased persons
  - Road closures and disaster routes
  - Structural property damage (estimated dollar value) – Public and private
  - Personal property damage (estimated dollar value)
  - Damage assessment information on roads, bridges and highways, the communications infrastructure: wired, data, cable and wireless from the Logistics Section, Communications Unit.
  - Additional safety/damage assessment information from the American Red Cross, utility companies and other sources.
  - City resources committed to the disaster/emergency
  - City resources available
  - Assistance provided by outside agencies and resources committed

- Shelters, type, location and number of people that can be accommodated
- Possible Information Sources include:
  - Within the EOC:
    - Disaster briefings
    - EOC Action Plan
    - Section Reports
    - Intelligence Reports
    - Field observations
    - Casualty information
    - Resource Status Reports
    - Aerial reports and photographs
    - Values and hazards Information
    - On duty personnel from other Sections
    - DLAN
- Direct the collection of photographs, videos, and/or sound recordings of disaster events, as appropriate.
- Prepare and maintain EOC displays. Clearly identify incidents. Ensure that all displays reflect the most current and correct information.
- Using DLAN, post to the significant events log casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, etc. **(Note: Casualty information cannot be released to the press or public without authorization from EOC Director and the Public Information Officer).**
- Develop sources of information and assist the Planning/Intelligence Section Coordinator in collecting, organizing and analyzing data from the following:
  - Management Team
  - Operations Section
  - Logistics Section
  - Finance/Administration Section
- Gather patient and casualty tracking information with the Fire/Medical/Health Branch.
- Provide for an authentication process in case of conflicting status reports on events.
- Provide information to the PIO for use in developing media and other briefings.
- Determine weather conditions, current and upcoming. Keep current weather information posted.
- Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals or upon request of the Planning/Intelligence Section Coordinator.



- As appropriate, assign “field observers” to gather information.
- During a radiological incident, activate Radiological Protection Procedures as needed for reporting and documentation.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Provide resource and situation status information in response to specific requests.

**DOCUMENTATION UNIT****SUPERVISOR: Planning/Intelligence Section Coordinator****Primary Responsibilities**

- Maintain an accurate and complete record of significant disaster events.
- Assist other parts of the EOC organization in setting up and maintaining files, journals and special reports.
- Collect and organize all written forms, logs, journals and reports at completion of each shift from all sections.
- Provide documentation and copying services to EOC staff.
- Maintain and preserve disaster files for legal, analytical and historical purposes.
- Compile, copy and distribute the EOC Action Plans as directed by the Section Coordinators.
- Compile, copy and distribute the After-Action Report with input from other sections/units.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Meet with the Planning/Intelligence Section Coordinator to determine what EOC materials should be maintained for official records.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.
- Following planning meetings, assist in the preparation of any written action plans or procedures.

## Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Ensure that the EOC Action Plans and After-Action Report/Correction Action are compiled, approved, copied and distributed to EOC Sections and Units. **(See Planning/Intelligence Support Documentation – Action Planning After Action/Corrective Action Reports.)**
- Coordinate documentation with the Situation Status Unit.
- Following planning meetings, assist in the preparation of any written action plans or procedures.
- Periodically collect, maintain and store messages, records, reports, logs, journals and forms submitted by all sections and units for the official record.
- Verify accuracy/completeness of records submitted for file – to greatest extent possible; correct errors by checking with EOC personnel as appropriate.
- Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Coordinator.

## Ongoing Activities

- Inform EOC sections and units of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- Ensure the development of a filing system to collect and log according to procedures approved by the Planning/Intelligence Section Coordinator.
- Identify and establish a “runner” support system for collecting, duplicating journals, and logs throughout the EOC.
- Establish copying service and respond to authorized copying requests.
- Establish a system for collecting all section and unit journal/logs at completion of each operational period.

## Resources

- See Resources in Common EOC Responsibilities on page 72.

**ADVANCE PLANNING****SUPERVISOR: Planning/Intelligence Section Coordinator****Primary Responsibilities**

- Develop issues and requirements related to a time period, normally 36 to 72 hours in advance.
- Prepare special reports and briefings as necessary for use in strategy and/or planning meetings.
- Monitor action-planning activity to determine the shift in operational objectives from response to recovery (**See Planning Support Documentation – Action Planning**).

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- In coordination with other EOC sections, develop written forecasts for future time periods as requested. These should include any or all of the following:
  - Best estimate of likely situation in 36 to 72 hours given current direction and policy
  - Determine top priorities for actions and resources
  - Identify any recommended changes to EOC policy, organization or procedures to better address the possible situation
  - Identify any issues and constraints that should be addressed now in light of the probable situation in 36-72 hours
- Provide reports to the EOC Planning/Intelligence Section Coordinator and/or EOC Director and others as directed.

## Ongoing Activities

- Determine best estimate of duration of the situation from available information.
- Determine current priorities and policies from the EOC Planning/Intelligence Section Coordinator and EOC Director.
- Develop specific recommendations on areas and issues that will require continuing and/or expanded City involvement.
- Identify potential problem areas along evacuation routes, i.e., weight restrictions, narrow bridges, road sections susceptible to secondary effects of an incident, etc.
- In coordination with the Operations Section, estimate the number of people who will require transportation out of the risk areas and coordinate the movement of persons with access and functional needs. Coordinate with Logistics and the paratransit companies as necessary.
- As needed, develop methods for countering potential impediments (physical barrier, time, lack of transportation resources, etc.) to evacuation.
- Periodically evaluate the operational situation and assist the Planning/Intelligence Section staff in making recommendations on priority response and recovery actions.

## Resources

- See Resources in Common EOC Responsibilities on page 72.

**RECOVERY PLANNING****SUPERVISOR: Planning/Intelligence Section Coordinator****Primary Responsibilities**

- Prepare the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster conditions as quickly and effectively as possible. Ensure that the City is prepared to participate jointly with FEMA, Cal OES, Ventura County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance. **(See Types of Recovery Programs in the Planning/ Intelligence Support Documentation).**
- Ensure that required and/or approved mitigation measures are carried out.
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices, while ensuring that legal safeguards for property owners and the jurisdiction are observed.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on 81.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- With Section Coordinators, develop a plan for initial recovery operations.

## Ongoing Activities

- Identify issues to be prioritized by the EOC Director on restoration of services to the City.
- Be alert for opportunities to implement actions to alleviate/remedy previous zoning practices that have caused incompatible land uses.
- In coordination with the Building and Safety Branch of the Operations Section, establish criteria for temporary entry of posted buildings so owners/occupants may retrieve business/personal property.
- In coordination with the Building and Safety Branch of the Operations Section, establish criteria for re-occupancy of posted buildings. Posting includes, as a minimum, the categories of Inspected, Restricted Access and Unsafe.
- In coordination with Building and Safety Branch of the Operations Section, establish criteria for emergency demolition of buildings/structures that are considered to be an immediate and major danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are considered to the fullest extent and that arrangements are made for appropriate hearings, if at all possible.
- Ensure that buildings considered for demolition that come under Historical Building classification follow the special review process which should be adopted as part of the emergency procedures. (Demolition of historic structures requires a "Certificate of Appropriateness" from the Planning Commission. An alternate process should be adopted after proclamation of a disaster giving this authority to the City Planner.)
- Prepare the EOC organization for transition to Recovery Operations.
- Coordinate with Planning and Development for all land use and zoning variance issues; permits and controls for new development; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections.
- Coordinate with Ventura County Health Care Agency for restoration of medical facilities and associated services; and perform environmental reviews.
- Coordinate with the Infrastructure Branch for debris removal; demolition; construction; management of and liaison with construction contractors; and restoration of utility services.
- Coordinate with Care and Shelter for housing for persons with access and functional needs and the needy; and low income and special housing needs.
- Coordinate with Finance Department for public finance; budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.
- Coordinate with Community Development Department for redevelopment of existing areas; planning of new redevelopment projects; and financing new projects.
- Coordinate with Legal Officer on emergency authorities; actions, and associated liabilities; preparation of legal opinions; and preparation of new ordinances and resolutions.
- Coordinate with FEMA, Cal OES, Ventura County Operational Area and non-profit organizations (Volunteer Organizations Active in Disaster [VOAD] to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance.

- Coordinate with City Manager's Office for continuity of operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support.

## Resources

- See Resources in Common EOC Responsibilities on page 72.



**DEMobilIZATION UNIT****SUPERVISOR: Planning Section Coordinator****Primary Responsibilities**

- Provide assistance to the EOC Planning/Intelligence Section Coordinator and EOC Director in planning for the EOC demobilization.
- Develop demobilization strategy and plan with Section Coordinators.
- Prepare written demobilization plan or procedures for all responding departments and agencies if necessary.
- Follow through on the implementation of the plan and monitor its operation.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Brief EOC Planning/Intelligence Section Coordinator on demobilization progress.
- Ensure a debriefing is conducted prior to release of personnel.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Planning/Intelligence Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 87.
- Prepare a Demobilization Plan to include the following:
  - Release plan strategies and general information
  - Priorities for release (according to agency and kind and type of resource)
  - Phase over or transfer of authorities
  - Completion and submittal of all required documentation
  - Notify Ventura County Operational Area of demobilization plan

- Obtain approval of the Demobilization Plan from the EOC Director.
- Ensure that the plan, once approved, is distributed.

### Ongoing Activities

- Coordinate with any the field level Demobilization Unit Leaders.
- Review the organization and current staffing to determine the likely size and extent of demobilization effort.
- Request the General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.
- Coordinate with the Agency Representatives to determine:
  - Agencies not requiring formal demobilization
  - Personal rest and safety needs
  - Coordination procedures with cooperating/assisting agencies
- Evaluate logistics and transportation capabilities to support the demobilization effort.
- Ensure that all sections and branches/groups/units understand their specific demobilization responsibilities.
- Ensure unresolved issues are assigned for resolution following deactivation.
- Supervise execution of the Demobilization Plan.

### Resources

- See Resources in Common EOC Responsibilities on page 72.
- Obtain identification and description of surplus resources.
- Establish “check-in” stations, as required, to facilitate the return of supplies, equipment and other resources.

## PLANNING/INTELLIGENCE SUPPORT DOCUMENTATION

## ACTION PLANNING

## EOC Action Planning (EOC)

The Action Planning process is an essential tool for the City, particularly in managing sustained emergency operations.

It is important that common City organizational goals are maintained and pursued as determined by Management. For the Management Section to draft appropriate goals, it must have a good understanding of the current situation and some idea of where the situation is going. They need to know not only what has happened in the last operational period but also what is likely to occur in the next and future operational periods. **The overall EOC Action Plan should be developed by the Planning/Intelligence Section and provided to the Emergency Operations Director.**

Once the EOC Action Plan has been delivered, the Management Section shall determine the Strategic Goals for the next operational period. These may or may not be different from the operational goals from the last period. This shortlist of organizational goals must be verifiable and measurable.

**Once the city goals are set, they should be communicated to the other sections, which should communicate to their departments!! The Multi-Agency Coordination Group must receive copies of the EOC action plan.**

## Summary of Activities by Section

<b>PLANNING/INTELLIGENCE</b>	Presents the verbal Action Report or the situation status report
<b>MANAGEMENT</b>	Sets goals
<b>PLANNING/INTELLIGENCE</b>	Posts goals for organization's use
<b>OPERATIONS</b>	Determines strategies to achieve goals
<b>LOGISTICS</b>	Determines how it will support operations
<b>FINANCE/ADMINISTRATION</b>	Determines how it will support operations
<b>PLANNING/INTELLIGENCE</b>	Prepares Action Plan (document); continues collecting, analyzing and displaying information and continues Action Planning process

## Action Planning at EOC

Action planning at the EOC is based around the use of an operational period. The length of the operational period for the EOC is determined by first establishing a set of objectives and priority actions that need to be performed and then establishing a reasonable time frame for accomplishing those actions. Generally, the actions requiring the longest time period will define the length of the operational period.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer but should not exceed twenty-four hours. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same but need not be.

The initial EOC Action Plan may be a verbal plan put together in the first hour after EOC activation. It is usually done by the EOC Director in concert with the general staff. Once the EOC is fully activated, EOC Action Plans should be written.

EOC Action Plans should not be complex or create a time-consuming process. The format may vary somewhat within EOC levels, but the EOC Action Plan should generally cover the following elements:

- Listing of objectives to be accomplished (should be measurable)
- Statement of current priorities related to objectives
- Statement of strategy to achieve the objectives (identify if there is more than one way to accomplish the objective, and which way is preferred)
- Assignments and actions necessary to implement the strategy
- Operational period designation: the time frame necessary to accomplish the actions
- Organizational elements to be activated to support the assignments (also, later EOC action plans may list organizational elements that will be activated during or at the end of the period.)
- Logistical or other technical support required

## Focus of The EOC Action Plan

The primary focus of the EOC Action Plan should be on citywide issues. The plan sets overall objectives for the City and establishes the citywide priorities as determined by the EOC Director. It can also include mission assignments to departments, provide policy and cost constraints, and include inter-agency considerations, etc. Properly prepared, the EOC Action Plan becomes an essential input to developing departmental action plans.

## The Planning “P” Tool (Found at The End Of This Section)

The Planning “P” is a guide to the process and steps involved in planning for an incident.

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## The Start of Each Planning Cycle

### Phase 1: Understand the Situation

- **Initial Assessment:** Planning begins with a thorough size-up that provides information needed to make initial management decisions. The EOC Action Plan provides Management staff with information about the incident situation and the resources allocated to the incident.
- **Incident Briefing:** The EOC Director and/or the Planning/Intelligence Section Coordinator briefs EOC staff on the information that is currently known about the event.

### Phase 2: Establish Objectives

- **Setting Incident Priorities:** The EOC Director with input from the General Staff establishes incident priorities and General Objectives for the incident.
- **Section Meetings:** Each Section Coordinator will meet with their staff and develop Section-specific objectives to accomplish the EOC priorities and General Objectives for the Operational Period. Each Section will fill-out the appropriate page in the EOC Action Plan for their specific Section. Objectives should be Specific, Measurable, Attainable, Realistic and Time Oriented.

### Phase 3: Develop the Plan

- **Prepare for the Planning Meeting:** The Planning/Intelligence Section will compile all of the Section Objectives submitted by each Section Coordinator and have it ready for the Planning Meeting.

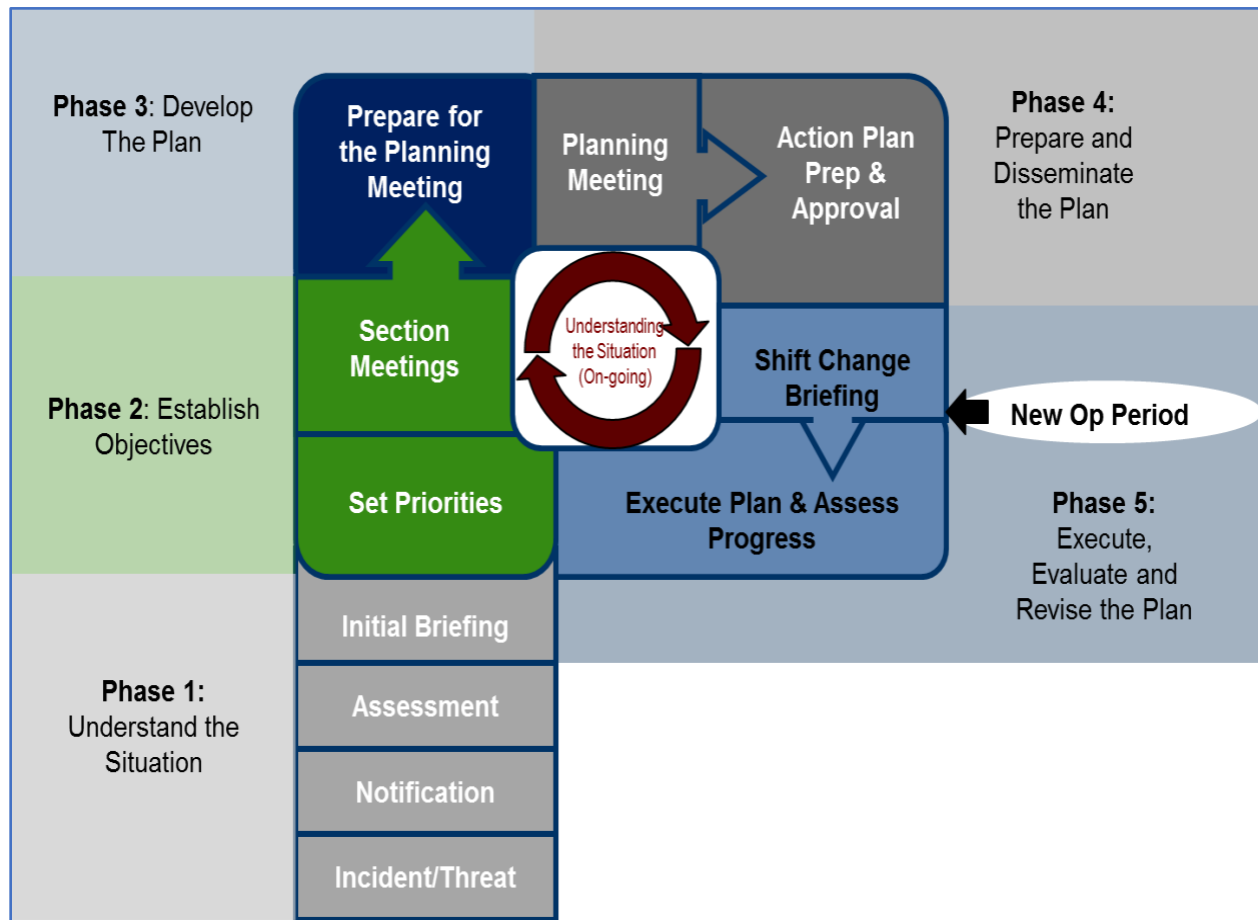
### Phase 4: Prepare and Disseminate the Plan

- **Planning Meeting:** Management and General Staff attend the Planning Meeting to review and validate the EOC Action Plan. The Planning/Intelligence Section Coordinator facilitates this meeting. The Agenda for the Planning Meeting is:
  - Give situation and resource briefing; conduct planning meeting – Planning Intelligence Coordinator
  - Provide priorities and policy issues – EOC Director
  - Provide Section Objectives – Management and General Staff
  - Provide a status on resources – Logistics Section Coordinator
  - Provide a Safety & Security Briefing – Safety Officer and Security Officer
- **Finalize, approve and implement the EOC Action Plan:** Planning/Intelligence Section Coordinator finalizes the EOC Action Plan, EOC Director approves the EOC Action Plan, Management and General Staff implement the EOC Action Plan.

### Phase 5: Execute, Evaluate and Revise the Plan

- **Shift Change Briefing:** The Shift Change Briefing is conducted at the beginning of each Operational Period.
- **New Operational Period Begins:** After the Shift Change Briefing a new Operational Period begins and the EOC Action Plan process starts all over.

## Planning P Tool



## AFTER ACTION/CORRECTIVE ACTION REPORTS

(This information is based on the SEMS Guidelines, After Action Reports [6/22/11])

### Introduction

The completion of after-action reports is a part of the required SEMS reporting process. The Emergency Services Act, Section 8607 (f) mandates that the California Office of Emergency Services (Cal OES), in cooperation with involved state and local agencies, complete an after-action report within 120 days after each declared disaster.

### Legal Authorities

Section 2450 (a) of the SEMS Regulations states that...."Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to Cal OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j).

### Use of After-Action Reports

After action reports are made available to all interested public safety and emergency management organizations and serve the following important functions:

- A source for documentation of response activities and transitional recovery activities
- The AAR captures an overview of response activities through the Close of Incident date, as determined by Cal OES
- Identification of problems/successes during emergency operations
- Analysis of the effectiveness of components of the SEMS
- Identification of areas for improvement and a description of the actions planned to correct areas needing improvement

The SEMS approach to the use of after-action reports emphasizes the improvement of emergency management at all levels. The after-action report provides a vehicle for not only documenting system improvements, but also can, if desired, provide a work plan for how these improvements can be implemented.

### After Action Process

It may be useful to coordinate the after-action report process when multiple agencies/jurisdictions are involved in the same emergency. Jurisdictions are encouraged to work together in the development of after-action reports when appropriate and feasible. For example, an operational area may take the lead in coordinating the development of an after-action report which involves several jurisdictions.

If appropriate, jurisdictional reports may become part of an overall operational area report.

Suggested processes for developing after-action reports for local governments, state agencies, and Cal OES are described below.

## Local Government and State Agency Report Process

### 1. Assign Responsibility for after action report

This assignment should be initiated as early as possible during the response phase of any emergency, which will require an after-action report. Ideally, the person assigned should have a background in the planning function, be familiar with emergency organization functions, and understand SEMS.

At both the field and EOC levels in SEMS, initiating the after-action report process should be assigned to the Documentation Unit within the Planning/Intelligence Function.

After the completion of the emergency period, and after the field ICS and EOC level organizations have been deactivated, the responsibility for the continuance of the after-action report process should be assigned elsewhere within the organization. In many organizations, the same person may be assigned to the after-action report function to provide continuity.

While it may appear to be premature to assign a person to this duty early in an emergency, it actually permits several key things to occur.

- It emphasizes the importance of documentation.
- It allows for early identification of possible system improvements and possible on-the-spot improvements.
- It allows data to be compiled before too much time has elapsed and participants have returned to their normal duties.
- It allows for establishment of timelines and expedites the preparation of the AAR.
- Early assignment also allows for establishment of timelines and expedites the actual preparation of the after action report.

### 2. Initiate the Documentation Process

Documentation actions should be initiated in the early stages of an emergency. Although it may be tempting to forgo documentation during the emergency response, adequate documentation;

- Is essential to operational decision-making
- May have future legal ramifications
- May have implications for reimbursement eligibility
- Provides the foundation for development of the AAR and Corrective Action

Depending upon the situation, different types of documentation comprise the source documents or "data base" for the after action report. Documentation should not be restricted to those reports or forms used exclusively by the planning function, but should include materials from the entire emergency organization. Ideally, key components of this data base such as time-keeping procedures, would be identified as part of pre-event planning and would then be used during and actual event.

There are many types of documentation. Some recommended types include:



- Action plans developed to support operational period activities
- Forms used in the SEMS field level Incident Command Systems
- Unit activity logs and journals
- Cal EOC forms and locally developed "feeder" forms/reports that support the Cal EOC forms
- Written messages
- Function and position checklists
- Public information and media reports
- FEMA-developed forms
- Other forms or documentation

### 3. Data Gathering Methods

Aside from reliance on documentation developed during emergency operations, other methods for gathering information include:

- Exit interview or critique forms distributed and completed as personnel rotate out of a function.
- Critiques performed at various time frames after an operation. Some critiques may be conducted immediately after an event and may be fairly informal in approach. Others may be conducted substantially later and may employ more formal, carefully structured workshops.
- Surveys distributed to individuals and organizations after the fact which can be used either for direct input to the after action report or as a basis for workshop discussions.
- After action report research teams, whose function is to gather information, and perhaps, write the applicable portions of the after action report.

There are many approaches to structuring and organizing data compilation. Some questions to consider are:

- What is the purpose of the critique or survey?
- Who is the survey's audience?
- Have all key "players" been included in the workshop?
- Does the survey/workshop process permit identification of internal, agency-specific improvements?
- Does the survey/workshop process permit identification of external improvements? Improvements involving the SEMS levels?
- Are SEMS functions (planning/intelligence, logistics, etc.) being assessed?
- Does the critique/survey format mesh with the after action report format?
- Does the research team understand its assignment and tasks?

### 4. AAR Preparation

A four-step process to prepare the after action report for local governments and state agencies is recommended:

- A. Compile the results of surveys, critiques, and workshops and sort the information according to the areas covered in the attached sample after action report.

- B. Use documentation and data to complete the online AAR Survey, as discussed later in these Guidelines.
- C. The AAR can be distributed for review and approval to participating agencies, advisory boards, political bodies, and other appropriate interested parties.
- D. Prepare final after action report and forward it to the city, operational area, Cal OES Region, or Cal OES Headquarters, as appropriate.

### Sample After Action Report Outline

The automated AAR Survey meets the AAR submittal requirements unless local requirements state otherwise. Where appropriate, OAs and State agencies are encouraged to use the automated AAR Survey for submittal of after-action and corrective action information.

If an OA or State agency chooses to submit a written AAR, the following is an example of one way to structure an after-action report. Other options are possible. The report's format should fit the situation, and there is no requirement to force the report into a single structured format.

#### 1. Introduction and Background:

- A. Type/location of event (describe and attach maps if available)
- B. Chronological Summary (provide description and list items such as key evacuations, areas destroyed, etc.)
- C. Date/Time and content of Proclamations/Declarations

#### 2. Discussion of Response at Designated SEMS Levels:

Cover the levels appropriate to the jurisdiction and situation. Include:

Summary of response Conclusions Recommendations (will be summarized at the end)

- A. Field Response Level
  - Command
  - Operations (includes Air Operations)
  - Planning/Intelligence
  - Logistics (includes Communications) Finance/Administration (if activated)
- B. Local Government Level
  - Emergency Operations Center (EOC) Department Operations Center (DOC) Special Districts
  - Other local government support
  - Community Based Organizations

(Note: For each item above, discuss Management, Operations, Planning/Intelligence, Logistics, Finance/Administration, and multi or interagency coordination as appropriate.)

- C. Interaction with the Operational Area (discuss as appropriate)
- D. Interaction with the Regional Level
  - Regional EOC (REOC)
  - Other State Agencies (if not part of REOC)
- E. Interaction with State above Regional Level (discuss as appropriate)

F. Interaction with Federal Agencies (discuss as appropriate)

### 3. Interacting Systems, Agencies and Programs

- A. Mutual Aid Systems (Law Enforcement, Fire and Rescue, Medical and others if used)
- B. Cooperating Agencies
  - Utilities (telephone, electric, gas, etc.) American Red Cross
  - Salvation Army
  - Others (as appropriate)
- C. Telecommunications and Information Processing
  - Field Level
  - Local Government Operational Area Interface with Region Interface with State
- D. Training Needs (Consider all levels)
- E. Recovery Activities to Date
- F. Summary of Principal Recommendations
- G. References
  - Maps Charts Bibliography
  - Other Items (as appropriate)

### Corrective Action Plan for Improvements

This section of the report can be done separately or included as appropriate. Submitting Corrective Action Plan separately may allow the responding agency time to consider the plans for improvement and action needed to bring the improvements to fruition. Corrective Actions will be entered in the Cal OES Corrective Action Database and progress on each corrective action will be provided periodically by each responding agency. Cal OES may develop and disseminate reports outlining the status of the corrective actions taken to date.

It should describe for each of the principal recommendations:

- Description of actions to be taken
- Associated costs
- Timetable for completion

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**LOGISTICS SECTION - GENERAL****Purpose**

To enhance the capability of the City of San Buenaventura to respond to emergencies by establishing logistics protocols in managing personnel and equipment. It is City policy that the priorities of responses are to be:

- Protect life, property, and the environment.
- Provide operational and logistical support for emergency response personnel and optimize the utilization of resources.
- Provide support to the other sections of the City's emergency response team.
- Support the restoration of essential services and systems.

**Overview**

The Logistics Section's primary responsibility is to ensure the acquisition, transportation, mobilization of resources to support the response effort at the disaster sites, public shelters, EOCs, etc. This Section provides all necessary personnel, supplies, and equipment procurement support except for Fire and Law Enforcement resources procured through prior agreements. Methods for obtaining and using facilities, equipment, supplies, services, and other resources to support emergency response at all operational sites during disaster conditions will be the same as that used during normal operations unless authorized by the EOC Director or emergency orders of the City Council.

**Objectives**

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies, or services required by the other sections will be ordered through the Logistics Section except for those resources obtained through already established mutual aid agreements (such as Fire and Law Enforcement).

The Logistics Section will accomplish the following specific objectives during a disaster:

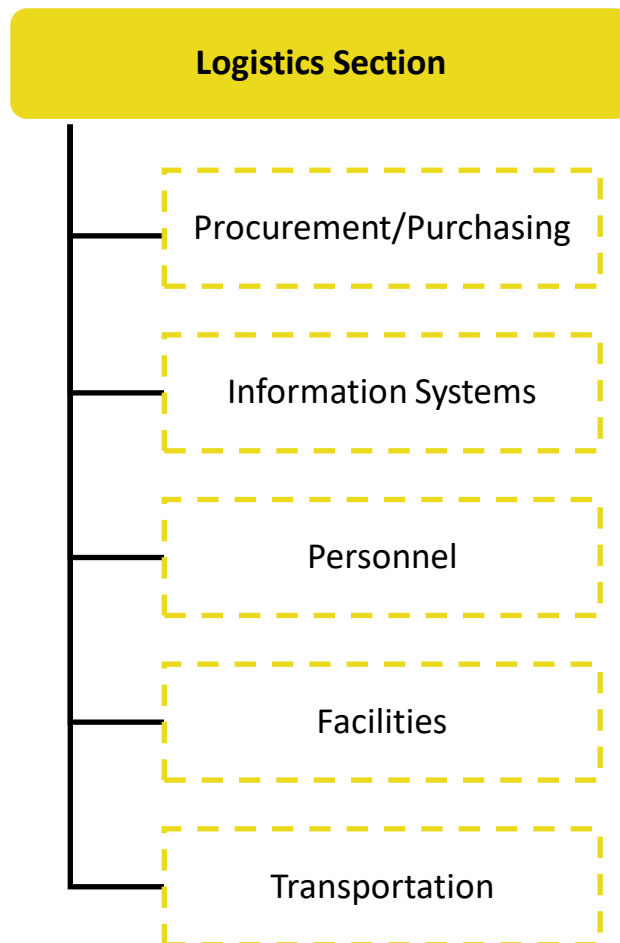
- Collect information from other sections to determine resource needs and prepare for expected operations.
- Coordinate provision of logistical support with the EOC Director.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the City's logistical support needs and plan for both immediate and long-term requirements.
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.
- Supervises the negotiation and administration of vendor and supply contracts and procedures.

### Concept of Operations

The Logistics Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with adopted policies.
- Operational periods will be determined by the EOC Director. Operational periods will be event-driven.
- Available and accessible resources from the private sector and volunteer organizations will be accessed through the City's own resources and private sector resources. Non-fire and non-law mutual aid will be accessed through the Ventura County Operational Area.

### LOGISTICS SECTION ORGANIZATION CHART



**LOGISTICS SECTION STAFF**

The Logistics Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized units. The following units may be established as the need arises:

- Procurement/Purchasing Unit
- Information Systems
- Transportation
- Personnel Unit
- Facilities Unit

The Logistics Section Coordinator may activate additional units as necessary to fulfill an expanded role.

**Logistics Section Coordinator**

The Logistics Section Coordinator, a member of the EOC Director's General Staff, is responsible for supporting the response effort and the acquisition, transportation and mobilization of resources. Information is needed to:

- Understand the current situation.
- Predict probable resource needs.
- Prepare alternative strategies for procurement and resources management.

**Procurement/Purchasing Unit**

The Procurement/Purchasing Unit is responsible for obtaining all non-fire and non-law enforcement mutual aid materials, equipment, and supplies to support emergency operations and arranging for delivery of those resources. The Procurement/Purchasing is responsible for administering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, and tracking expenditures. The Procurement/Purchasing is responsible for identifying sources of equipment, preparing and signing equipment rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. The Procurement/Purchasing is also responsible for ensuring that all records identify the scope of work and site-specific work location.

**Information Systems Branch**

The Information Systems Branch is responsible for managing all radio, data, and telephone needs of the EOC staff. This Branch includes the Communications and Computer Systems Units.

**Personnel Unit**

The Personnel Unit is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests, for registering volunteers as Disaster Services Workers and for managing EOC personnel issues and requests.

### Facilities Unit

The Facilities Unit is responsible for ensuring that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission.

### Transportation Unit

The Transportation Unit is responsible for transportation of emergency personnel, equipment and supplies and for coordinating disaster transportation routing.



**LOGISTICS SECTIONS COORDINATOR****SUPERVISOR: EOC Director****Primary Responsibilities:**

- Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:
  - Managing all radio, data and telephone needs of the EOC.
  - Coordinating transportation needs and issues.
  - Managing personnel issues and registering volunteers as Disaster Services Workers.
  - Obtaining all materials, equipment and supplies to support emergency operations in the field and in the EOC.
  - Coordinating management of facilities used during disaster response and recovery.
- Oversee the acquisition, transportation and mobilization of resources.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Report to the EOC Director on all matters pertaining to Section activities.
- Ensure any contacts with the media are directed to the Public Information Officer.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- ☐ See Common EOC responsibilities on page 71.

**Activation**

- ☐ Determine the operational status and appropriate level of activation based on situation as known.
- ☐ As appropriate, respond to the EOC.
- ☐ Mobilize appropriate personnel for initial activation of the EOC

**Assignments/Staffing**

- ☐ Clarify any issues regarding your authority and assignment.
- ☐ Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
  - Procurement/Purchasing Unit
  - Information Systems Branch
  - Personnel Unit

- Facilities Unit
- Transportation Unit
- Confirm that all key Logistics Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

### Notifications

- Notify EOC Director when your Section is fully operational.

### Meetings/Briefings

- Brief new or relief personnel in your Branch. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area
  - Identification of eating and sleeping arrangements as appropriate
  - Procedural instructions for obtaining additional supplies, services, and personnel
  - Identification of operational period work shifts
- Brief the General Staff on operating procedures for use of telephone, data and radio systems.
- Meet with other activated Section Coordinators to identify service/support requirements for planned and expected operations.
- Attend periodic briefing sessions conducted by the EOC Director.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Conduct periodic Logistics Section briefings and work to reach consensus for forthcoming operational needs.

### Action Planning

- Participate in the EOC Director's action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Work closely with each Unit leader to ensure Logistics Section objectives as defined in the current EOC Action Plan are being addressed.

- Ensure a Communications Plan is developed for the EOC Action Plan. Assign to the Communications Unit, if activated.
- Following Action Planning meetings, ensure that orders for additional resources have been placed and are being coordinated within the EOC and field units.

### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Open and maintain an Activity Log (**See the Activity Log in Forms in the Support Documentation**).
- Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- Ensure that your Section logs and files are maintained.
- Develop a backup plan for all plans and procedures requiring off-site communications.

### Ongoing Activities

- Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- From Planning/Intelligence Section Coordinator, obtain and review major incident reports and additional field operational information that may pertain to or affect Section operations.
- From Planning/Intelligence Section and field sources, determine status of transportation system into and within the affected area. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to other Sections.
- Meet with Finance/Administration Section Coordinator and review financial and administration support needs and procedures. Determine level of purchasing authority to be delegated to Logistics Section.
- Evaluate the need for Critical Incident Stress Debriefing for all affected personnel, victims and bystanders. Arrange debriefings through the Personnel Unit of the Logistics Section.
- Provide situation and resources information to the Situation Status Unit and Resources Unit of the Planning/Intelligence Section on a periodic basis or as the situation requires.
- Ensure internal coordination between branch/group/unit leaders.
- Update status information with other sections as appropriate.
- Resolve problems that arise in conducting your Section responsibilities.
- Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Keep up to date on situation and resources associated with your Section.
- Identify the need for use of special resources.
- Identify service/support requirements for planned and expected operations.
- Oversee the allocation of personnel, equipment, services and facilities required to support emergency management activities.
- Resolve problems associated with requests for supplies, facilities, transportation, communication and food.
- Keep the Ventura County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests.

**PROCUREMENT/PURCHASING UNIT****SUPERVISOR: Logistics Section Coordinator****Primary Responsibilities**

- Coordinate and oversee the procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, fuels, heavy and special equipment and other supplies and consumables.
- Provide supplies for the EOC, field operations and other necessary facilities.
- Determine if the required items exist within the City supply system.
- Manage all equipment rental agreements.
- Procure items within limits of delegated authority from EOC Director.
- Arrange for the delivery of the items requisitioned, contracted for or purchased.
- Maintain records to ensure a complete accounting of supplies procured and monies expended.  
**Ensure that all records identify scope of work and site-specific work location.**
- Support activities for restoration of disrupted services and utilities.

**Procurement Policy**

The procurement of resources will follow the priority outlined below:

1. Resources within the City inventory (City-owned).
2. Other sources that may be obtained without direct cost to the City.
3. Resources that may be leased/purchased within spending authorizations.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Meet and coordinate activities with EOC Director and determine purchasing authority to be delegated to Procurement/Purchasing Unit. Review emergency purchasing and contracting procedures.

## Action Planning

- ☐ Assist in preparation of the EOC Action Plan.
- ☐ Attend planning meetings at the request of the Logistics Section Coordinator.

## Documentation

- ☐ See Documentation and Reports in Common EOC Responsibilities on page 71.
- ☐ Ensure that all records identify scope of work and site-specific locations.
- ☐ Provide updated reports on resource status to Resources Unit.
- ☐ Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.

## Ongoing Activities

- ☐ Maintain information regarding;
  - Resources readily available
  - Resources requests
  - Status of shipments
  - Priority resource requirements
  - Shortfalls
- ☐ Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- ☐ Issue purchase orders for needed items within dollar limits of authority delegated to Unit.
- ☐ Notify EOC Director of procurement needs that exceed delegated authority and obtain needed authorizations and paperwork, as necessary.
- ☐ Verify cost data in any preestablished vendor contracts with Finance Section.
- ☐ Establish contact with the appropriate Operations Section Branches and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations. Coordinate actions.
- ☐ Establish a plan for field and EOC feeding operations, as appropriate. Coordinate with EOC Operations Section to avoid duplication. **(See Logistics Support Documentation – Emergency Response Feeding.)**
- ☐ Coordinate the provision of veterinary care and feeding of animals with Ventura County Animal Services.
- ☐ Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, procurement catalogs, directories and supply locations.

- Continually update communications availability information with the Information Systems Branch. Revise contact methods with suppliers as improved communications become available.
- Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- Arrange for storage, maintenance and replenishment or replacement of equipment and materials.
- Support activities for restoration of utilities to critical facilities.
- Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Review verify and process requests from other sections for resources.
- Determine if needed resources are available from City stocks, mutual aid sources, or other sources. Arrange for delivery if available.
- Determine availability and cost of resources from private vendors.
- Arrange for delivery of procured resources. Coordinate with Transportation Unit, if activated.
- Identify to the Logistics Section Coordinator any significant resource request(s) that cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- Provide and coordinate with the Operations Section the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters.
- Procure and arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by Operations Section.
- Procure and coordinate water resources for consumption, sanitation and firefighting.
- Obtain and coordinate necessary medical supplies and equipment for persons with access and functional needs.
- Obtain necessary protective respiratory devices, clothing, equipment and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments, as needed.

**INFORMATION SYSTEMS BRANCH****SUPERVISOR: Logistics Section Coordinator****Primary Responsibilities:**

- Notify support agencies and oversee the installation, activation and maintenance of all radio, data and telephone communications services inside of the EOC and between the EOC and outside agencies.
- Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approve all radio frequencies to minimize interference conditions.
- Provide necessary communication system operators, and ensure effective continuous 24-hour operation of all communications services.
- Copy and log incoming radio, data and telephone reports on situation reports, major incident reports, resource requests and general messages.
- Make special assignment of radio, data and telephone services as directed by the EOC Director.
- Organize, place and oversee the operation of amateur radio services working in support of the EOC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones, computer and radio systems.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.
- Provide communications briefings as requested at action planning meetings.
- Prepare the Communications Plan as a part of the EOC Action Plan.



### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Coordinate with all operational units and the EOC to establish a Communications Plan (component of the EOC Action Plan) to minimize communication issues that include radio, data and telephone needs utilizing established communications, the private sector, amateur radio and volunteers. **(See Logistics Support Documentation – Communications Plan).**

### Ongoing Activities

- Coordinate with all sections and branches/groups/units on operating procedures for use of telephone, data and radio systems. Receive any priorities or special requests.
- Establish a plan to ensure staffing and repair of communications equipment.
- Monitor operational effectiveness of EOC communications systems. Obtain additional communications capability as needed.
- Coordinate all communications activities.
- Determine and anticipate support requirements and forward to your Section Coordinator.
- Coordinate frequency and network activities with Ventura County Operational Area.
- Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.
- Coordinate with volunteer and private sector organizations to supplement communications needs, as necessary.
- Protect equipment from weather, aftershocks, electromagnetic pulse, etc.
- Coordinate needed telephone data lines.
- Support activities for restoration of computer services.

### Resources

- See Resources in Common EOC Responsibilities on page 72.
- Keep up to date on the situation and resources associated with your Unit.

**PERSONNEL UNIT****SUPERVISOR: Logistics Section Coordinator****Primary Responsibilities**

- Obtain, coordinate and allocate all non-fire and non-law enforcement mutual aid personnel support requests received; register volunteers as Disaster Services Workers and manage EOC personnel issues and requests.
- Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
- Ensure that all Disaster Service Workers and volunteers are registered and integrated into the emergency response system, as appropriate.
- Assign personnel within the EOC as needs are identified.
- Coordinate emergency management mutual aid (EMMA) through the Ventura County Operational Area EOC.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.

**Ongoing Activities**

- Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions.
- Issue ID cards to Disaster Service Workers, as appropriate.
- Maintain information regarding:

- Personnel/volunteers processed.
  - Personnel/volunteers allocated, assigned and on standby by agency/location.
  - Special personnel requests by category not filled.
- Develop a system for tracking personnel/volunteers processed by the Unit. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort. Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
  - Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel includes safety and hazard awareness and is compliant with OSHA requirements.
  - Obtain crisis counseling for emergency workers. **(See Logistics Support Documentation-CISM).**
  - Coordinate feeding, shelter and care of personnel, employee's families and volunteers with the Procurement/Purchasing Unit, Facilities Unit and the Care and Shelter Branch.
  - Establish a plan for childcare for City employees, as needed. Coordinate with Facilities Unit for suitable facilities and with the Care and Shelter Branch for staff support.
  - Assist and support employees and their families who are also disaster victims.
  - Develop a plan for communicating with those agencies and non-governmental agencies having personnel resources capable of meeting special needs, i.e. persons with access and functional needs (AFN).
  - Coordinate transportation of personnel and volunteers with the Transportation Unit.
  - If the need for a call for volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired.
  - Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- Ensure the recruitment, registration, mobilization and assignment of volunteers.
- Coordinate with the Ventura County Operational Area EOC for additional personnel needs.
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency.
- Obtain health/medical personnel, e.g., nurse's aides, paramedics, Red Cross personnel and other trained volunteers to meet health/medical needs.

- Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the Ventura County Operational Area EOC.

**FACILITIES UNIT****SUPERVISOR: Logistics Section Coordinator****Primary Responsibilities**

- Ensure that adequate facilities are provided for the response effort, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission.
- Coordinate with other EOC branches/groups/units for support required for facilities.
- Support activities for restoration of disrupted services and utilities to facilities.
- Coordinate with Finance/Administration Section on any claims or fiscal matters relating to facilities' operations.
- Close out each facility when no longer needed.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.

**Ongoing Activities**

- Maintain information in the Unit regarding:
  - Facilities opened and operating
  - Facility managers
  - Supplies and equipment at the various locations
  - Specific operations and capabilities of each location

- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.
- In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, local application centers (LACs), etc.
- Identify any communications requirements to the Communications Unit.
- Identify equipment, material and supply needs to the Procurement/Purchasing Unit.
- Identify personnel needs to the Personnel Unit.
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
- Identify security requirements to the Security Officer.
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- Account for personnel, equipment, supplies and materials provided to each facility.
- Ensure that operational capabilities are maintained at facilities.
- Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met.
- Ensure that access and functional needs are addressed in provided in facilities.
- Ensure all facilities have water resources for consumption, sanitation and firefighting.

## Resources

- See Resources in Common EOC Responsibilities on page 72.
- Consider providing facilities for sheltering essential workers, employee's families and volunteers. Coordinate with the Care and Shelter Branch.
- Coordinate with Ventura County Animal Services via the Ventura County Operational Area EOC to provide facilities for animal boarding as required.
- Coordinate water resources for consumption, sanitation and firefighting at all facilities.
- Coordinate the receipt of incoming resources to facilities.
- Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.

**TRANSPORTATION UNIT****SUPERVISOR: Logistics Section Coordinator****Primary Responsibilities**

- Coordinate the transportation of emergency personnel and resources within the City by all available means.
- Coordinate all public transportation resources.
- Coordinate the disaster routes with the Operations Section.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Logistics Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Establish a transportation plan for movement of:
  - Personnel supplies and equipment to the EOC, field units, shelters and other facilities.
  - Individuals to medical facilities as requested by Operations Section.
  - Emergency workers and volunteers to and from risk area.
  - Dependents and families of emergency workers as requested by the Care and Shelter Branch.

**Ongoing Activities**

- Coordinate with the Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency vehicles entering and exiting the City.
- Coordinate with Fire and Police on road closures and traffic light outage information and ensure information is displayed in the EOC.
- Coordinate with the Ventura County Operational Area for highway status with Cal Trans and CHP.
- Coordinate use of disaster routes with the Operations Section.
- Participate in evacuation route planning, transportation routes and transportation resources needed to support operations.
- Coordinate with other sections and branches/groups/units to identify transportation priorities.
- Coordinate with the Operations Section on the movement of persons with access and functional needs. Coordinate with paratransit companies as necessary.
- Coordinate with the Ventura County Animal Services via the Ventura County Operational Area EOC for transportation of animals as required.
- As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- Prepare schedules as required to maximize use of available transportation.
- Provide Resources Unit of Planning Section with current information regarding transportation vehicles (location and capacity). Notify Resources Unit of all vehicle status change.
- Establish mobilization areas for vehicles as directed.
- Coordinate with staff and agency representatives to ensure adherence to service and repair policies.
- Ensure that vehicle usage is documented by activity and date and hours in use.

**Resources**

- See Resources in Common EOC Responsibilities on page 72.
- Coordinate with local transportation agencies and Ventura Unified School District to establish availability of resources for use in evacuations and other operations as needed.
- Maintain inventory of support and transportation vehicles (staff cars, passenger vans, buses, pick-up trucks, light/heavy trucks).
- Arrange for fueling of all transportation resources.



**LOGISTICS SUPPORT DOCUMENTATION****PERSONNEL RECALL AND NOTIFICATION POLICY AND PROCEDURES FOR DISASTER RESPONSE****Employee Responsibility**

The citizens of Ventura rely on the City government for leadership and assistance in a disaster. In response to such occurrences, it is imperative that all City employees be available to assist in this type of emergency response.

The Government Code of the State of California Chapter 8 of Division 4 of Title 1 Section 3100: Declaration; Public Employees as Disaster Workers states:

- It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of **disaster** or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be **disaster service workers** subject to such **disaster service** activities as may be assigned to them by their superiors or by law.*

The City's Emergency Operations Plan and Chapter 2.370 of the City's Municipal Code specify that:

- The City Manager (or designee) may require emergency service of any City officer, employee or citizen, and may requisition necessary personnel or material of any City department or agency.
- In any emergency, City employees may be assigned, regardless of their Job Description/Checklist Actions, any duties that they are capable of performing safely.

In the event a disaster occurs during normal working hours:

- All City employees shall remain at work to provide for disaster relief if required.
- Department heads (or designee) shall be responsible for ensuring employees remain at work.
- Department heads (or designee) shall authorize release of employees.
- Employees who leave without authorization may be subject to disciplinary action.

In the event a disaster occurs beyond normal working hours:

- All employees in public safety operations shall respond to established emergency response procedures for their departments.
- All non-public safety employees will be expected to report to work unless informed otherwise via automated phone systems, the media or the Emergency Alert System that non-essential employees are not required to report to work. Radio stations providing information: KVTM 1590, KHAY 100.7 FM and KMLA 103.7 FM (Spanish).
- All employees have an obligation to attempt and continue to try contacting their department or the employee emergency call-in numbers to determine whether it is necessary to report to work.

### Release of Employees (By City Manager or Designee Authority)

Only the City Manager (or designee) has the authority to order a release of City employees in the event of a disaster. However, the City Manager (or designee) may authorize department heads (or their designee) to exercise their judgment in releasing individual employees or work units to return home. Such decisions will consider the total scope of the emergency at hand, including but not limited to the following factors:

- The condition of local transportation routes; employees will not be permitted to leave work if doing so would exacerbate existing transportation problems;
- The availability of safe worksites and in the event of an extended stay, the availability of food and other support services and facilities;
- The need for City personnel;
- The scope of the disaster and the resources needed to respond; and
- Whether the need to provide support services for City employees would otherwise interfere with or detract from the efforts to respond to the disaster.

### Release of Employees (By Department Head or Designee Authority)

Notwithstanding the release authority of the City Manager (or designee), department heads (or appointed designees) may otherwise release employees by authorizing emergency leave or personal leave in the following cases:

- When an employee is psychologically or physically incapacitated to the degree that he/she is unable to function effectively (provided that no employee will be released unless they can care for and transport themselves safely);
- When the City is unable to provide shelter or services to support the continued presence of the employee(s) at work;
- When the City Manager (or designee) has called for a general release of employees in non-disaster response positions and the department head (or designee) is aware that the employees will not be needed for disaster relief; and/or
- When the continued presence of the employee(s) at the worksite would present a direct hazard.

### Departmental Requirements

The primary responsibility for managing City employees during and following a disaster lies with the individual operating departments. All departments need to consider that even though their department may not have direct responsibility for disaster response, all employees represent a valuable resource for disaster relief. All departments are, therefore, required to develop a Departmental Emergency Operations Plan (EOP) to be submitted for review by the City's Emergency Services Manager. Such plans shall assist in the identification of emergency assignments. The departmental EOP will provide City employees with an effective means for responding to emergencies and major disasters.

### Continuity Planning

In the event of a major disaster or at the direction of the City Manager or his/her designee, an Emergency Staffing/Continuity Plan will be put into effect. It is the responsibility of individual departments to plan for staffing their departments and to provide staff to other City departments during a disaster. Departments should have a staff "recall plan". In the event of an earthquake, or other sudden disaster, scheduling will be put into effect automatically by departments and affected employees know ahead of time that they are to report for work.

If employees are unable to report to their regular facility or alternate staging area, they are encouraged to report to their closest local governmental jurisdiction to register as a Disaster Services Worker for that agency. All City employees are declared to be Disaster Services Workers by Section 3100 of Chapter 8 of Division 4 of Title 1 of the Government Code.

### Considerations for Feeding - EOC Support and Field Staff

- Coordinate all feeding operations for the EOC, support and field personnel.
- Establish a feeding plan, which identifies cost limits, authorized vendors and catering companies, type of food, etc. Ensure everyone is aware of this policy.
- Set meal schedules. Consider the impact of curfews on businesses you may use.
- Set up and manage eating areas for EOC, staff and field personnel. Notify workers of food schedules and locations.
- Pre-identify low-cost vendors and catering companies to maximize efficiency and lower costs (FEMA may question upscale or expensive restaurants or catering).
- Arrange with local catering services or restaurants for in-house feeding.
- Establish a personnel-feeding account for EOC, support and field personnel at local restaurants.
- Brief all EOC personnel as to location, cost limitations and incident number to be used for each restaurant or caterer.
- Coordinate acquisition, preparation and service of meals.
- Be aware of and provide for special diets.
- Consider providing on-site employee child-care needs, if needed.
- Arrange for and coordinate cleanup of eating, food preparation and serving areas.
- Provide snacks/water/coffee/beverages for EOC, support and field personnel.
- Consider a chit or voucher system at the location set up for feeding operations to identify those employees' meals, which are reimbursable under FEMA guidelines. FEMA may not reimburse for all feeding operations. **Currently FEMA will not reimburse for meals provided during an employee's normal working hours unless it is stipulated in the employer's MOU. FEMA will reimburse for meals given to volunteers or unpaid workers and employees working overtime. This may be the individual call/interpretation of the disaster adjuster.**
- Document cost of meals and report daily to the Finance/Administration Section for cost recovery purposes.
- Advise disaster workers regarding agency policy for reimbursement of disaster-related meals.
- Encourage all EOC staff to take regular meal and snack breaks.

**REQUESTING CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PROCEDURES****Purpose**

Case studies by medical groups of work-related incidents where injuries or fatalities occurred have revealed that significant numbers of employees experience some form of stress-related symptoms following the incident. Many of these symptoms were transitory and most personnel had no long-term detrimental effects. These studies, however, have also revealed that a small percentage of personnel do experience continuing, long-term detrimental effects resulting from exposure to such incidents. Some of these effects have been delayed, surfacing later after a period with no apparent symptoms.

Without professional intervention, these personnel have experienced declining work performance and deterioration of family relationships, as well as increased health problems. The objective of this procedure is to provide professional intervention immediately after major critical incidents or crises to minimize stress-related injuries to city personnel and to provide all necessary support to city personnel during a crisis.

Incident debriefing is not a critique of an incident. Performance issues will not be discussed during the debriefing. The debriefing process provides a format where personnel can discuss their feelings and reactions and, thus, reduce the stress resulting from exposure to critical incidents and crisis situations. All debriefings will be strictly confidential.

Debriefings may be conducted anywhere that provides ample space, privacy and freedom from distractions. Selection of the site will be determined by the city's CISM coordinator based on the type of debriefing required.

The debriefing team will consist of CISM professionals (mental health counselors specifically trained in stress-related counseling) as well as trained peer counselors. The team members' role in the debriefing process will be to assist and support the professional counselors as necessary. All follow-up care will be approved by the Human Resources Department prior to beginning treatment.

**Activation of CISM**

Department directors, managers and supervisors bear the responsibility for identifying/recognizing significant incidents that may qualify for debriefing. When an incident is identified as a critical incident or crisis, a request for debriefing consideration should be made as soon as possible to the CISM coordinator (Risk Manager) for the City. If additional assistance is required, the CISM coordinator will contact Ventura County Fire Protection District (VCFPD) Dispatch and request that a CISM team be assembled.

**GUIDELINES FOR UTILIZATION OF VOLUNTEERS****Introduction**

As recent disasters have shown, volunteers play a significant role in both the response and recovery phases of a disaster. Volunteers are among the first to arrive on scene following a major event or disaster. They will be essential to the sheltering, mass feeding, and other operations established in the wake of these disasters.

Volunteers will come forward in every major disaster—whether they emerge spontaneously or have been pre-registered and trained by a response agency. Having a plan in place for how volunteers will be recruited, managed and utilized will assist jurisdictions in improving the overall effectiveness of their disaster response.

Management of the volunteer function is in the Logistics Section of the EOC. Management of claims for Workers Compensation Insurance is handled by the Finance/Administration Section.

### Purpose

The following materials provide guidelines for registering volunteer Disaster Service Workers in the State Workers' Compensation and Safety Program. It also provides general guidance for managing volunteer workers during an emergency.

### Background

Workers' Compensation Insurance provides benefits for employees injured on the job or who become ill from job related conditions. Damage to artificial limbs, dentures or medical braces is also considered an injury. Workers' Compensation benefits are set by the legislature and spelled out in the Labor Code. One section of the Labor Code defines Disaster Service Workers as "employees" under certain conditions and describes their benefits.

### Eligibility

A Disaster Service Worker is anyone registered with a Disaster Council certified by the California Emergency Council or any person ordered by a person or body having authority to command the aid of citizens to carry out assigned duties to perform services during a State of War Emergency or any State of Emergency or Local Emergency.

A partial list of Disaster Service Workers includes:

- Reserve law enforcement officer
- Auxiliary firefighter
- Emergency welfare worker
- Communications specialist
- Medical worker
- Clerk

Any Disaster Service Worker is eligible for Workers' Compensation benefits while performing duties or undergoing any authorized training activities. Any injury, under these circumstances is covered no matter where it occurs.

### Exclusions

If the Disaster Service Worker is paid for these services, an "employer-employee" relationship exists. A Disaster Service Worker injured while in this relationship would be entitled to Workers' Compensation benefits under their regular employer's program. Members registered as active firefighters of any regularly

organized and municipally supported volunteer fire department are excluded from disaster service benefits.

## Volunteer Disaster Service Workers

Volunteers active in emergency services and/or disaster relief operations usually belong to one of two categories: organized volunteers or spontaneous (convergent) volunteers. Depending on circumstances, different registration procedures are utilized to serve each group's needs.

## Organized Volunteers

Organized volunteers are defined as individuals affiliated with specific organizations prior to an emergency or disaster. These organizations are usually chartered to provide volunteer emergency and/or disaster relief services. Members of these organizations usually participate in scheduled exercises to practice their disaster relief skills and integrate with the local community's emergency plan and response effort.

Examples of these organizations include:

- American Radio Relay League
- American Red Cross
- California Rescue Dog Association
- Salvation Army
- Civil Air Patrol

Public safety agencies usually prefer to utilize trained, organized volunteers because their organizations are familiar with working under a unified structure. They also provide their own supervision, transportation and support needs.

## Agency Trained Volunteers

To ensure that they have an adequate pool of organized volunteers, some jurisdictions organize and train teams of civilian volunteers to act as disaster first responders within their own neighborhoods or jurisdictions. These volunteer organizations possess several advantages:

- Familiarity with the disaster area, its hazards and resources
- Knowledge of the jurisdiction's emergency organization
- Opportunity to regularly exercise and drill with the jurisdiction served

The City of San Buenaventura has supported and helped to develop the City's Community Emergency Response Team

## Spontaneous (Convergent) Volunteers

Spontaneous (convergent) volunteers are members of the general public who spontaneously volunteer during emergencies. They are not usually involved with organized volunteer organizations and may lack specific disaster relief training when there is very little time and few resources to train them. They come from all walks of life and comprise the majority of volunteer personnel available to local public safety agencies during a disaster response.

Public safety agencies often form volunteer assembly points for recruiting and classifying volunteers during disaster response operations. To be eligible for Workers' Compensation, the spontaneous volunteer must also be registered as a Disaster Services Worker.

### Considerations in Volunteer Utilization

In order to manage volunteers effectively, there are several issues that need to be addressed. For pre-registered volunteers, the process may be fully organized and accomplished over a period of time. Because this process must be accomplished under extreme conditions with convergent volunteers, it is essential that the planning and execution of the process be thoroughly worked out in advance of the disaster.

Issues to be addressed include:

#### Recruiting

Volunteer recruitment may become an issue if the disaster lasts a long time and the initial number of convergent volunteers begins to dwindle. It also may become necessary to recruit volunteers with specific skills, such as heavy equipment operators, medical personnel, translators, etc.

Recruitment avenues include the local media and other organizations. Organizations to contact for recruitment assistance include local labor unions, educational institutions and private companies.

#### Screening

Pre-registered volunteers will have been screened in advance. Walk-ins, however, will have to be screened at the time that they appear for assignment prior to duty.

Certain vital information is essential if volunteers are to be properly and efficiently used; and screening teams must be identified and trained in advance on the screening of volunteers. The data or information required regarding the volunteers should also be developed in advance. The actual data requirements should be held to a minimum, consistent with the needs of the local jurisdiction.

#### Identification

Once screening is completed, all volunteers must be issued proper I.D. and be required to sign for any equipment issued for their position. Organized volunteers will possess identification issued by their organizations. The jurisdiction is responsible for providing identification to convergent volunteers. Forms of I.D. include arm bands, vests, patches, and city I.D. cards.

#### Training

Before being deployed, it is essential that volunteers receive an adequate amount of training. At a minimum, volunteers must be thoroughly briefed on the legal aspects of the tasks to which they are to be assigned. They should also fully understand their responsibilities and the limits to which they may go in performing their assigned duties.

Records must be established for each volunteer that reflects the training received. Training records should be maintained as part of the permanent record of the emergency response to the specific disaster.

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### Supervision

More so than paid staff, volunteers must be supervised according to the task assigned. Ideally, though not always possible, paid staff personnel should supervise all volunteer effort. When this is not possible, skilled, highly trained volunteers should be assigned as supervisors.

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### Planning

The jurisdiction must recognize that volunteers will appear after the onset of a major disaster. Established plans are needed for the proper management of volunteer personnel in order to optimize this resource and prevent convergent volunteers from becoming a problem. Properly managed, volunteer resources may mean the difference between success and failure of the emergency response.

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### Recognition

The final requirement of the jurisdiction is to ensure that volunteers are properly recognized for their services. Recognition may be in the form of individual commendation by the elected officials, public acknowledgment by the media, or a letter of appreciation from the local emergency manager.

**THESE GUIDELINES DO NOT SUPERSEDE GUIDELINES FOR VOLUNTEER UTILIZATION SET FORTH BY THE GOVERNOR'S OFFICE OF EMERGENCY SERVICES. FOR MORE INFORMATION AND REGISTRATION FORMS, SEE "DISASTER SERVICE WORKER VOLUNTEER PROGRAM", OCT. 2016.**



**FINANCE/ADMINISTRATION SECTION - GENERAL****Purpose**

To enhance the capability of the City to respond to disasters by providing financial support and coordination for City disaster operations and coordinating the recovery of costs as allowed by Federal and State law. It is the policy of this section that the priorities are to be:

- Protect life, property, and the environment.
- Provide continuity of financial support to the City and community.
- Cooperate with the other sections of the City's disaster response team.
- Document the City's costs and recovery of those costs as allowable.
- Maintain a positive image for the City in its dealings with the community.

**Overview**

The Finance/Administration Section's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during disasters, including:

- Payroll
- Payments
- Revenue collection
- Claim processing
- Cost recovery documentation

The Section also supervises the negotiation and administration of vendor and supply contracts and procedures.

The extent of the disaster/emergency will determine the extent to which the Finance/Administration Section will mobilize. In a low-level emergency, only part of the Section will mobilize. In a widespread disaster that damages communications and systems, the entire Section will mobilize.

**Objectives**

The Finance/Administration Section acts in a support role in all disasters to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements are adhered to through maintenance of proper and accurate documentation of all actions taken. To carry out its responsibilities, the Finance/Administration Section will accomplish the following objectives during a disaster:

**A. For all disasters:**

1. Notify the other sections and City departments that the Disaster Accounting System is to be used for the disaster/emergency.
2. Determine the extent to which the City's computer systems are accessible and/or usable.

3. Determine if the City's bank can continue handling financial transactions.
4. Maintain, as best possible, the financial continuity of the City (payroll, payments and revenue collection).
5. Disseminate information about the Disaster Accounting System to other sections and departments as necessary.
6. Upon declaration of a disaster by the State and/or Federal Governments, coordinate with disaster agencies to initiate the recovery process of the City's costs.
7. Coordinate with the other sections and departments the collection and documentation of costs pertaining to the disaster.
8. Coordinate with the disaster assistance agencies for the required inspections, documentation, audits, and other necessary work in order to recover costs.

**B. For disasters where the City's computer systems and bank are accessible and usable:**

1. Inform the other sections and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that the Disaster Accounting System will be used for disaster/emergency-related costs.
2. Continue with objectives A.5. through A.8. above.

**C. For disasters where the City's computer systems and/or bank are either inaccessible or unusable for a short period of time; i.e., less than one week:**

1. Inform the other sections and City departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date.
2. Continue with objectives A.4. through A.8. above.

**D. For disasters where the City's computer and/or bank systems are either inaccessible or unusable for an extended period of time; i.e., one week or more:**

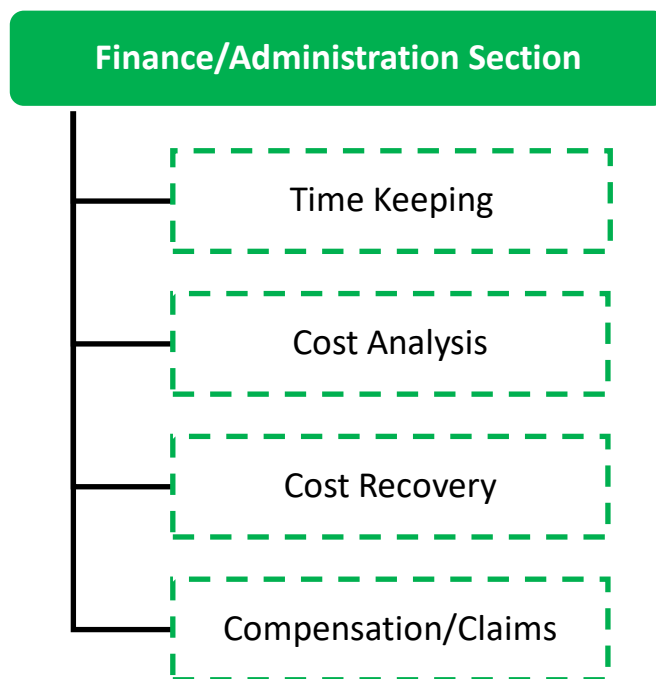
1. Inform the other sections and City departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
2. Activate other Finance/Administration Section Units as necessary.
3. Continue with objectives A.4. through A.8. above.

## Concept of Operations

The Finance/Administration Section will operate under the following policies during a disaster/emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by City Council or EOC Director.
- For disasters/emergencies that leave the accounting systems accessible and usable, regular working hours will be retained for all but the Cost Recovery and the Documentation Units. These units will function on the schedule determined necessary to perform its objectives.

- For disasters that render the accounting systems either inaccessible or unusable for any period of time, appropriate personnel in the activated units will be on an operational period determined by the EOC Director. This may be a period of 12 hours.

**FINANCE/ADMINISTRATION SECTION ORGANIZATION CHART****FINANCE/ADMINISTRATION SECTION STAFF**

The Finance/Administration Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized branches/groups/units.

- Time Keeping Unit
- Cost Analysis Unit
- Cost Recovery Unit
- Compensation/Claims Unit

The Finance/Administration Section Coordinator may activate additional units to fulfill an expanded role if necessary.

**Finance/Administration Section Coordinator**

The Finance/Administration Section Coordinator supervises the financial support, response, and recovery for the disaster; ensures that the payroll and revenue collection process continues and activates the Disaster Accounting System.

### Time Keeping Unit

The Time Keeping Unit is responsible for tracking hours worked by paid personnel, volunteers, contract labor, mutual aid, and all others and ensuring that daily personnel time recording documents are prepared and compliance to the agency's time policy is being met. The Time Unit is responsible for ensuring that time and equipment use records identify the scope of work and site-specific work location consistent with initial safety/damage assessment records, sites, and Project Worksheets.

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy, and posted according to existing policy. Excess hours worked must also be determined, and separate logs will be maintained. Time and equipment use records must be compiled in an appropriate format for cost recovery purposes.

### Cost Analysis Unit

The Cost Analysis Unit is responsible for providing cost analysis data for the incident to help the planning and recovery efforts. The Unit must ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

### Cost Recovery Documentation Unit

The Cost Recovery Documentation Unit should be activated at the onset of any disaster and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to a disaster in coordination with other sections and departments. The Unit also acts as liaison with the disaster assistance agencies and coordinates the recovery of costs as allowed by law. Maintaining records that will pass audit is also an extremely important task of this Unit. Accurate and timely documentation is essential to financial recovery.

### Compensation/Claims Unit

The Compensation/Claims Unit is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City arising out of an disaster, including completing all forms required by workers' compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident and for providing investigative support of claims and for issuing checks upon settlement of claims.

**FINANCE/ADMINISTRATION SECTION COORDINATOR****SUPERVISOR: EOC Director****Primary Responsibilities**

- Ensure that the Finance/Administration function is performed consistent with SEMS/NIMS Guidelines, including:
  - Implementing a Disaster Accounting System - **(See Finance/Administration Support Documentation)**
  - Maintaining financial records of the disaster
  - Tracking and recording of all agency staff time
  - Processing workers' compensation claims received at the EOC
  - Handling travel and expense claims
  - Providing administrative support to the EOC
  - Supervise the Finance/Administration Section staff.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the Section.
- Ensure that the Section is supporting other EOC sections consistent with priorities established in the EOC Action Plan.
- Keep the EOC Director updated on all significant financial developments.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Activation**

- Determine the operational status and appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
  - Cost Recovery Unit

- Time Keeping Unit
- Compensation/Claims Unit
- Cost Analysis Unit
- Confirm that all key Finance Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.
- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Carry out responsibilities of your Section not currently staffed.

### Notifications

- Notify EOC Director when your Section is fully operational.

### Meetings/Briefings

- Brief new or relief personnel in your Branch. Briefings should include:
  - Current situation assessment
  - Identification of specific job responsibilities
  - Identification of co-workers within the job function and/or geographical assignment
  - Availability of communications
  - Location of work area
  - Identification of eating and sleeping arrangements as appropriate
  - Procedural instructions for obtaining additional supplies, services, and personnel
  - Identification of operational period work shifts
- Meet with other Section Coordinators.
- Brief the EOC Director on major problem areas that need or will require solutions.
- Meet with assisting and cooperating agency representatives as required.

### Action Planning

- Participate in the EOC Director's action planning meetings.
- Prepare work objectives for Section staff and make staff assignments.
- Provide input in all planning sessions on finance and cost analysis matters.

### Documentation

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Open and maintain an Activity Log (See Forms in Support Documentation, Activity Log).

- ☐ Provide personnel and equipment time records for the entire Section to the Time Keeping Unit in the Finance Section at the end of each work shift.
- ☐ Ensure that all documents initiated during the disaster are properly prepared and completed.
- ☐ Ensure that your Section logs and files are maintained.

### Ongoing Activities

- ☐ Authorize use of the Disaster Accounting System. **(See Finance/Administration Support Documentation – Disaster Accounting.)**
- ☐ Make a list of key issues currently facing your Section to be accomplished within the next operational period.
- ☐ Monitor your Section activities and adjust Section organization as appropriate.
- ☐ Work closely with each Unit leader to ensure Finance Section objectives as defined in the current EOC Action Plan are being addressed.
- ☐ Evaluate the need for Critical Incident Stress Debriefing for all affected personnel. Arrange debriefings through the Personnel Unit of the Logistics Section.
- ☐ Ensure internal coordination between branch/group/unit leaders.
- ☐ Update financial and cost status information with other sections as appropriate.
- ☐ Resolve problems that arise in conducting your Section responsibilities.
- ☐ Develop a backup plan for all plans and procedures requiring off-site communications.
- ☐ Make sure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- ☐ Ensure that the payroll and revenue collection process continues.
- ☐ Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- ☐ Make recommendations for cost savings to the General Staff.
- ☐ Keep the General Staff apprised of overall financial situation.

### Resources

- ☐ See Resources in Common EOC Responsibilities on page 72.
- ☐ Keep up to date on situation and resources associated with your Section. Maintain current status and displays at all times.

**TIME KEEPING UNIT****SUPERVISOR: Finance/Administration Section Coordinator****Responsibilities**

- Track, record and report staff time for all personnel/volunteers working at the emergency/disaster.
- Establish and maintain a file for all personnel working at the disaster.
- Ensure that daily personnel time recording documents are prepared and are compliant with specific City, Cal OES and FEMA time recording policies.
- Track, record and report equipment use and time.

**Ensure that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets (PWs).**

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

It there is enough staffing for the Finance Section you may want to have a person focus on Personnel Time Recording and another person focus on Equipment Time Recording. If you are limited in staff, make sure that the tasks associated with both of these focus areas are accomplished.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.
- Identify City cost recovery team members before the EOC demobilizes.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.

**Ongoing Activities**



**Personnel Time Recorder**

- ☐ Initiate, gather, or update a time report from all applicable personnel assigned to the disaster for each operational period. **(See Finance/Administration – Disaster Labor Record - Sample)**
- ☐ Ensure that all records identify scope of work and site-specific work location.
- ☐ Track all travel requests, forms, and claims.
- ☐ Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy.
- ☐ Ensure that all employee identification information is verified to be correct on the time report.
- ☐ Ensure that all volunteers assigned as Disaster Service Workers maintain detailed and accurate time cards.
- ☐ Ensure that time reports are signed.
- ☐ Maintain separate logs for overtime hours.
- ☐ Establish and maintain a file for employee time records within the first operational period for each person.
- ☐ Maintain records security.
- ☐ Close out time documents prior to personnel leaving emergency assignment.
- ☐ Keep records on each shift (*Twelve-hour shifts recommended*).
- ☐ Coordinate with the Personnel Unit of the Logistics Section.

**Equipment Time Recorder**

- ☐ Assist sections and branches/groups/units in establishing a system for collecting equipment time reports and service records. Design and distribute Force Account and Rented Equipment Records. **(See Finance/Administration – Disaster Force Account and Equipment Records - Samples.)**
- ☐ Ensure that all records identify scope of work and site-specific work location.
- ☐ Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators). Track the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Track city-owned equipment separate from rented equipment.
- ☐ Maintain list of damaged or lost equipment (for billing and claims purposes) in coordination with Planning Section, Resource Status Unit.
- ☐ Maintain records security.

**Resources**

- ☐ See Resources in Common EOC Responsibilities on page 72.

**COST ANALYSIS UNIT****SUPERVISOR: Finance/Administration Section Coordinator****Responsibilities**

- Provide all cost analysis activity associated with EOC operation.
- Obtain and record all cost data for the emergency/disaster.
- Ensure the proper identification of all equipment and personnel requiring payment.
- Analyze and prepare estimates of EOC costs.
- Maintain accurate record of EOC costs.

READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Maintain a fiscal record of all expenditures related to the emergency/disaster.
- Prepare and provide periodic cost summaries for the Finance/Administration Section Coordinator and the EOC Director.
- Maintain cumulative emergency/disaster cost records.
- Maintain accurate information on the actual cost for the use of all assigned resources.
- Ensure that all EOC sections maintain proper supporting records and documentation to support claims.
- Ensure that all financial documents are accurately prepared.

### Ongoing Activities

- Collect and record all cost data. **(See Finance/Administration Support Documentation – Disaster Records and Forms).**
- With the Time Keeping Unit ensure that all pieces of equipment under contract and dedicated personnel are properly identified.
- Make recommendations for cost savings to the Finance/Administration Section Coordinator.

### Resources

- See Resources in Common EOC Responsibilities on page 72.
- Prepare resources-use cost estimates.

**COST RECOVERY UNIT****SUPERVISOR: Finance/Administration Section Coordinator****Responsibilities**

- Activate and maintain Disaster Accounting System. **(See Finance/Administration Support Documentation – Disaster Accounting Procedures.)**
- Document information for reimbursement from the state and federal governments.
- Act as liaison with the disaster assistance agencies and insurance companies, and coordinate the recovery of costs as allowed by law and ensure records are maintained in such a manner that will pass audit.
- Receive and allocate payments.
- Coordinate documentation of costs with other sections and departments.
- After the EOC demobilizes, oversee the City's cost recovery team comprised of representatives from each department with emergency response costs.

**The Cost Recovery Documentation Unit should be activated at the onset of any disaster. Accurate and timely documentation is essential to financial recovery.**

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Inform all sections and departments that the Disaster Accounting System is to be used.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Prepare all required state and federal documentation to recover all allowable disaster costs.

- Work with EOC sections and appropriate departments to collect all required documentation.
- Organize and prepare records for final audit.

### Ongoing Activities

- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a disaster in coordination with other sections and departments. **(See Finance/Administration Support Documentation – Disaster Accounting Procedures.)**
- Make decisions on cost codes and items to be tracked by the Disaster Cost Accounting System.
- Coordinate cost recovery with disaster assistance agencies and insurance companies.
- Receive and allocate payments.
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Provide analyses, summaries and estimates of costs for the Finance/Administration Section Coordinator, EOC Director, and the Ventura County Operational Area as required.
- Ensure a City cost recovery team is identified before the City EOC is demobilized.
- Maintain contact with Ventura County Operational Area, Cal OES and FEMA for advice and assistance in obtaining maximum eligible funds for disaster costs.
- Prepare recommendations as necessary.

### Resources

- See Resources in Common EOC Responsibilities on page 72.

**COMPENSATION/CLAIMS UNIT****SUPERVISOR: Finance/Administration Section Coordinator****Responsibilities**

- Accept as agent for the City claims resulting from an disaster.
- Manage the investigation and compensation of physical injuries and property damage claims involving the City including completing all forms required by workers' compensations programs, insurance companies and local agencies.
- Collects information for all forms required for claim's filings.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written statements on injuries.
- Manage and direct all Workers' Compensation and claims specialists assigned to the disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City.

**READ ENTIRE CHECKLIST AT START-UP AND AT BEGINNING OF EACH SHIFT**

- See Common EOC responsibilities on page 71.

**Assignments/Staffing**

- Clarify any issues regarding your authority and assignment.

**Meetings/Briefings**

- Attend periodic briefing sessions conducted by the Section Coordinator.

**Action Planning**

- Assist in preparation of the EOC Action Plan.
- Attend planning meetings at the request of the Finance Section Coordinator.

**Documentation**

- See Documentation and Reports in Common EOC Responsibilities on page 71.
- Maintain a log of all injuries occurring during the disaster.
- Develop and maintain a log of potential and existing claims.
- Ensure that all Compensation-for-injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- Periodically review all logs and forms produced by Unit to ensure:

- Work is complete
  - Entries are accurate and timely
  - Work is compliant with City of San Buenaventura requirements and policies.
- Prepare insurance claims relative to damage to City property. Notify and file the claims with insurers.
  - Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.

### Ongoing Activities

- Coordinate with the Liaison Officer, Agency Representatives, and Personnel Unit of the Logistics Section.
- Determine if there is a need for Compensation-for-injury and Claims Specialists and order personnel as needed.
- Ensure the investigation of all accidents, if possible.
- Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- Obtain all witness statements pertaining to claim and review for completeness.

### Resources

- See Resources in Common EOC Responsibilities on page 72.

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**FINANCE/ADMINISTRATION SUPPORT DOCUMENTATION****DISASTER ACCOUNTING RECORDS**

When a disaster strikes the City, it may be in the form of an earthquake, storm damage, major oil or chemical/hazardous waste spill, civil disturbance, or a fire emergency. Those employees who are assigned work directly associated with the disaster are to use the Disaster Cost Accounting System numbers for their department. The use of these numbers will enable the city to collect, sort, and document costs associated with the disaster.

**The purpose of separate accounting for these costs is to obtain sufficient backup data if the city qualifies for federal and/or state assistance.**

Obtaining federal and state assistance requires the City to collect and retain a broad range of original documents that demonstrate that they were used for the disaster/emergency, including:

- Employee time cards showing hours (regular and overtime) worked and which indicate the type and location (GPS locations are preferred) of the work.
- Use of city-owned equipment supported by equipment identification, dates and number of hours used each day, location (GPS locations are preferred), and purpose for using the equipment.
- Use of city-owned supplies supported by a reasonable basis for determining costs, why the material was necessary, and location (GPS locations are preferred) of where the material was used.
- Purchases of material supported by invoices showing quantity, description, unit cost, where (GPS locations are preferred), when and how the material was used.
- Rental of equipment supported by invoices identifying the type and description of equipment, the rate per hour indicating with or without operator, dates and hours used each day, where (GPS locations are preferred), and why the equipment was used.
- Invoices for work performed by contract **must** provide a detailed breakdown of cost, where (GPS locations are preferred), when and why the work was performed. If contractor is providing different types of services, i.e., debris removal and repair work, each category of work should be invoiced separately.

The above records and documentation must be retained for **AT LEAST THREE YEARS** from the date of final settlement of claim. All such records should be forwarded to the Cost Recovery Unit for audit follow-up.

**DO'S AND DON'TS FOR USING DISASTER ACCOUNTING RECORDS****DO:**

- DO** record all regular and overtime hours **WORKED** on the disaster, categories C through G.
- DO** record all overtime hours **WORKED** on the disaster/emergency, categories A and B.
- DO** write on time card the location and brief description of work performed.
- DO** charge vehicles and equipment used and indicate when and where they were used.
- DO** charge equipment rentals to the appropriate charge points.
- DO** charge outside contracts to the appropriate charge points.
- DO** document how contracts were awarded.
- DO** place limits on contract with, "Amount not to exceed". If more work needs to be done, then amend contract.
- DO** use terms such as "Assess risk to public Health and Safety" instead of "Survey damage".
- DO** use terms such as "Direct", "Control", "Assign", and "Dispatch" instead of "Administer".
- DO** report all damage to Cost Recovery Unit.
- DO** keep all records and unit logs accurately and up to date.
- DO** ask questions of the Cost Recovery Unit for clarifications.

**DO NOT:**

- DO NOT** order everyone to charge all time to the disaster. Only charge those people and hours actually WORKED. (**See above 1<sup>st</sup> and 2<sup>nd</sup> Do's**)
- DO NOT** charge stand-by time to the system. FEMA will only pay for time worked.
- DO NOT** charge manager overtime to the system. The system will not post it, the City does not pay it, and FEMA will only reimburse what was paid. (If the city does compensate manager overtime, **Do** record this time.)
- DO NOT** enter into sole source contracts without **explicit documentation** of why it was **necessary**.
- DO NOT** enter into cost plus contracts.
- DO NOT** enter into open ended contracts with no cap on expense. Place limits and amend if necessary.
- DO NOT** use terms such as "Damage Survey": use "Assess for risk to health and safety".
- DO NOT** use the term "Administer" in place of "Direct", "Control", "Assign", or "Dispatch".
- DO NOT** assume damage to a City facility is not recoverable. It may be, but let the disaster assistance agencies make that decision. Let's not make it for them.
- DO NOT** throw away records.
- DO NOT** forget to ask questions.

**NOTE:** While recent FEMA regulations do not allow recovery of straight time for emergency response activities (Categories A and B), **record it anyway**. Allocation for straight time shall be charged to your

home function (program) covering categories A and B. The city can recover straight time for other categories and in some cases where we assist other agencies, therefore charge all **Force Account Labor** to the disaster function (program). Better to record and not use than not record and try to recreate.

## PROCEDURES FOR APPLYING FOR FINANCIAL ASSISTANCE

### General Information

Financial assistance may come from the state alone or both the state and federal governments. For state assistance, it is necessary for the Governor to proclaim a **“Disaster”** in specified counties. For federal assistance, it is necessary for the President to declare a **“Disaster”** in those same locations.

In both cases the lead agency is the California Office of Emergency Services (Cal OES). Their address and phone number is:

**Cal OES**  
**Disaster Assistance Division**  
3650 Schriver  
Mather, CA 95655

Phone (916) 845-8100

### Pre-Disaster Declaration Steps

Following a disaster, the City will report damage and a rough estimate of costs to the Ventura County Operational Area.

These estimates should include City personnel and equipment costs, damage to facilities with cost to repair, and cost to replace facilities and equipment damaged beyond repair.

The Ventura County Operational Area will transmit the estimates to Cal OES, and then the Governor will decide whether to proclaim a State of Emergency in the County. If the Governor does proclaim a State of Emergency, then the State will request a Presidential declaration. If the President declares a Major Disaster, then FEMA will be involved.

### Post Disaster Declaration Steps

At this point, Cal OES will notify the Ventura County Operational Area, who will in turn notify the City. There will usually be an orientation meeting where all agencies desiring to participate will be briefed on the application procedures and the reimbursement process.

Several Forms must be submitted. These are:

#### 1. Request for Public Assistance (RPA) Form

This form indicates that the City will be applying for assistance. Does not restrict City from making changes, but must be sent within 30 days of the declaration date.

**2. Project Listing (OES Form)**

This indicates the categories and projects which the City is asking assistance for. It may be revised later on. It gives Cal OES an idea of the scope of the damage.

**3. Designation of Applicants' Agency Resolution (OES Form 130)**

This is a resolution passed by the City Council authorizing specified individuals to act as the City's agent in dealing with Cal OES and FEMA. There is no deadline, but payments cannot be made until Cal OES receives it. A City usually designates as agents one or more of the following:

- Director of Finance Services
- Assistant City Manager

**4. Vendor Data Record (Form STD 204)**

For State's 1099 purposes. No deadline, but no payment until submitted.

**5. Project Application for Federal Assistance (OES Form 89)**

Formal application for FEMA funding. No specific deadline, but no payment until submitted.

**6. Project Worksheet (PW)**

The City will fill out this form for all small projects and submit to FEMA's Program Delivery Manager (PGDM). The PGDM will assist the city to write the large project PW. The PWs are prepared based on Permanent Work or Emergency Work.

**On-Site Inspections**

Cal OES and FEMA may send an inspector to visit each applicant. You may get one inspector from one of the organizations or two to make up a team approach. The inspector(s) will meet with the City's Designated Agent who will arrange meetings with other City personnel as necessary. These local representatives should be people who have detailed knowledge of damaged facilities, cost estimates and potential mitigation work that may prevent future damage.

Past experience has been that these meetings will be on short notice. Cal OES usually sets up a field office and starts scheduling visits soon after. **A week's notice is the best that can be expected.**

The team may want to see:

- Damaged facilities
- Pictures or videos of damage/destruction
- Narratives on work done
- A broad summary of costs to date with estimates of work to be completed.
- Proposals on repair, reconstruction and mitigation projects
- These need not be final, they can be changed

The team will want to discuss:

- How payroll costs are organized and developed
- How payroll cost relates to time worked

- How fringe benefit rates are made up

There is a sixty-day period in which to bring new damage sites to the attention of the disaster assistance agencies from the date of the team's first on-site visit.

### Post Project Worksheet Procedures

All documentation and costs must be gathered and sorted to support their respective PWs. Thus, if there is one PW for Debris Clearance, all payroll overtime costs and time cards for those personnel working on Debris Clearance must be sorted and organized to document these costs on that PW. Also all equipment costs (use FEMA rates), dump fees, etc. for this work becomes part of the documentation package for this PW.

The PWs for construction projects will require the same specific documentation. Each will require, as appropriate: engineering studies, architectural plans, bid packages, selection records, contracts, contractor's invoices, payment records, and all other costs. Also note that since government money is involved that the Davis Bacon Act and/or state prevailing wage clauses will apply and must also be documented.

### How Payment Is Made

The State Public Assistance program is authorized under the California Disaster Assistance Act (CDAA). CAL OES administers this program. CDAA assistance may be obtained following a Local Emergency with the concurrence of the Director of Cal OES for permanent repairs only or for all eligible costs including personnel costs following the Governor's proclamation of a State of Emergency. The cost share on eligible costs may be 75% state share and 25% local government share. For example: Cal OES determines that there are \$100,000 in eligible emergency response costs for the city. Cal OES pays \$75,000 and the city must handle the remaining \$25,000. **Failure to follow SEMS, however, may disqualify the city from receiving all or part of the state's share and accordingly change a \$25,000 loss back to \$100,000.** The CDAA program is coordinated as supplemental to the federal program following the Declaration of a Major Disaster by the President of the United States.

The Federal Public Assistance program is authorized under the Stafford Act and is administered by FEMA in coordination with Cal OES at the request of the Governor, who has designated the Cal OES Secretary as his representative. FEMA will pay eligible costs to local governments on a 75% federal share and a 25% state and/or local share. If Cal OES finds that the costs covered by FEMA are also eligible under CDAA criteria, then the state may cover 75% of that 25% share. For example: a city is determined to have \$100,000 of eligible emergency personnel costs by FEMA. FEMA will reimburse up to \$75,000, leaving \$25,000 for the state and local governments to handle. Cal OES determines that the costs are eligible under CDAA and may pay \$18,750 which leaves \$6,250 for the local government to handle. **Failure to follow SEMS may jeopardize the state share and cause the \$6,250 loss to increase up to the full \$25,000 state local share.**

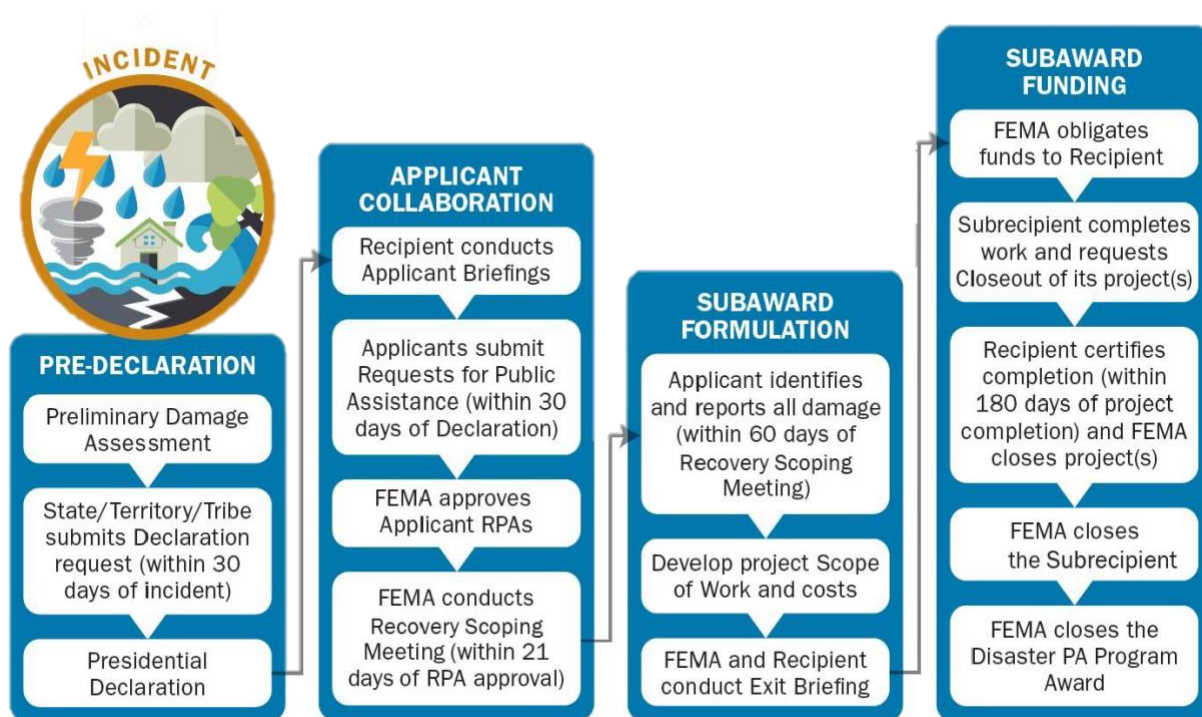
State and federal assistance are based upon reimbursements of eligible costs incurred. There are provisions for partial advances for emergency work; however, the amounts and conditions may change. Assistance is based upon uninsured loss and is not a substitute for insurance. The reimbursement process is a lengthy one involving the complete review of damage estimates and documentation. Actual receipt of funds may take weeks or months.

Sometime later, perhaps two years, the State Controller may audit the project. If discrepancies are found, they will require reimbursement of the disallowed costs if the allowable costs are less than what was already paid. If allowable costs are greater than prior payments, then the balance will follow after official sign off on the claim by FEMA and/or Cal OES. This also is a long process.

**Remember:**

1. DOCUMENT EACH COST TO A SPECIFIC DISASTER ACTION AND LOCATION.
1. FAILURE TO FOLLOW SEMS MAY COST YOU CDAA ASSISTANCE ON ELIGIBLE EMERGENCY PERSONNEL COSTS.

## PUBLIC ASSISTANCE OVERVIEW



**FEMA CATEGORIES OF WORK**

To facilitate the processing of Public Assistance Program grants, FEMA has divided disaster related work into seven Categories of Work. These categories are listed below and are described in more detail elsewhere in FEMA's Public Assistance Policy Digest and other Public Assistance documents.

**Emergency Work****Category A: Debris Removal**

Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property.

**Category B: Emergency Protective Measures**

Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property.

**Permanent Work****Category C: Roads and Bridges**

Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs.

**Category D: Water Control Facilities**

Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted.

**Category E: Buildings and Equipment**

Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles.

**Category F: Utilities**

Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities.

**Category G: Parks, Recreational Facilities, and Other Items**

Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F.



**TYPES OF RECOVERY PROGRAMS**

The matrix below depicts some of the recovery programs that may become available during the recovery phase.

<b>NO PROCLAMATION REQUIRED:</b>			
<b>Emergency Loan Program</b>	Farmers, Ranchers, Aquaculturists	U.S.D.A. Farm Services Agency	At least 30 percent crop production or physical loss. US Secretary of Agriculture has discretionary authority to consider other factors.
<b>Physical Loss Loans</b>	Individuals, Businesses	U.S. Small Business Administration (SBA)	A minimum of 25 homes and/or businesses, each sustaining uninsured losses of 40 percent or more of value.
<b>Economic Injury Loans</b>	Businesses	SBA	Governor (or designee) must certify that at least five business concerns have experienced substantial economic injury as a result of disaster.
<b>Fire Management Assistance Grant</b>	State and Local Government	Federal Emergency Management Agency (FEMA)	Reimbursement of fire suppression costs that exceed state threshold.

<b>LOCAL EMERGENCY PROCLAMATION REQUIRED:</b>			
<b>California Disaster Assistance Act - Director's Concurrence</b>	Local Governments	CAL OES	Requires concurrence of the CAL OES . Reimbursement limited to Permanent restoration costs.

<b>GOVERNOR'S STATE OF EMERGENCY PROCLAMATION REQUIRED:</b>			
<b>California Disaster Assistance Act</b>	Local Governments	CAL OES	Permanent restoration and emergency work reimbursed.

<b>PRESIDENTIAL EMERGENCY DECLARATION REQUIRED:</b>			
<b>Public Assistance - Emergency Declaration</b>	Local Governments, State agencies, Certain Non-Profits, Indian Tribes	FEMA	Reimbursement limited to emergency work costs and to \$5 million per event.



**PRESIDENTIAL MAJOR DISASTER DECLARATION REQUIRED:**

<b>Assistance to Individuals and Households Program (IHP)</b>	Individuals	FEMA/State cost share	Significant impacts to real and personal property when financial assistance cannot be addressed by other means (i.e., personal insurance).
<b>State Supplemental Grant Program</b>	Individuals	State of California	Significant impacts to real and personal property when financial assistance cannot be addressed by other means (i.e., IHP assistance, personal insurance).
<b>Crisis Counseling</b>	County Mental Health	FEMA	Disaster-related mental health needs beyond local government resources.
<b>Disaster Unemployment Assistance</b>	Individuals	U.S. Department of Labor	Significant impacts to employment or place of work as a result of a major disaster (including self-employed and farmers)
<b>Public Assistance - Major Disaster Declaration</b>	Local Governments, State agencies, Certain Non-Profits, Indian Tribes	FEMA	Reimbursement for permanent restoration and emergency work.

**INDIVIDUAL ASSISTANCE SECTION**

The Cal OES Individual Assistance Section coordinates with local, state and federal entities to provide recovery assistance following a disaster that impacts individuals, businesses, and/or the agricultural community in the State of California. This may include:

- Providing pre-disaster guidance and training to public entities in order to maximize assistance
- Facilitating and coordinating preliminary damage assessments to determine the impact of disaster
- Coordinating the implementation of local, state, and federal assistance programs to address disaster-related needs
- Monitoring programmatic progress and in certain circumstances provide oversight in program administration
- Establishing local assistance centers in partnership with local, state, and federal entities to facilitate disaster recovery

Types of Assistance Individual Assistance Program assistance may include:

- Loans or grants for real and/or personal property losses
- Tax relief
- Crisis counseling
- Information on veteran's, Social Security, contractor, or insurance services

- Housing assistance
- Repair or replacement of real and personal property
- Unemployment and job training
- Assistance for agricultural losses
- Food commodities
- Business and personal tax relief
- Legal services
- Contractor information
- Insurance information
- Other unmet emergency needs.

Programs The following individual assistance (IA) programs are examples of assistance that may become available, dependent on the size and scope of the event.

- Assistance to Individuals and Households Program (IHP)
- State Supplemental Grant Program (SSGP)
- U.S. Department of Agriculture (USDA) Emergency Loans
- U.S. Small Business Administration (SBA) Disaster Loan Programs
- Disaster Unemployment Assistance (DUA)
- Mental Health services

## HAZARD MITIGATION

### Purpose

This section establishes actions, policies and procedures for implementing Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93 288, as amended), following a Presidentially declared Emergency or Major Disaster. It also assigns hazard mitigation responsibilities to various elements of federal, state, and local governments in California.

### Authorities And References

Activities enumerated in this enclosure will be conducted in accordance with the enabling legislation, plans, and agreements listed in Part One, Section Seven -Authorities and References.

### General

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from disasters. Section 322 of Public Law 106 390 requires, as a condition of receiving certain federal disaster aid, that local governments develop a mitigation plan that outlines processes for identifying the natural hazards, risks and vulnerabilities in their jurisdiction. Mitigation plans must:

Describe actions to mitigate hazards, risks and vulnerabilities identified under the plan.

Establish a strategy to implement those plans.

Specific plan requirements are listed in 44 CFR Section 201.6. Local jurisdictions without an approved hazard mitigation plan will not be eligible to receive funds for the Hazard Mitigation Grant (HMGP), Pre-Disaster Mitigation (PDM) or Flood Mitigation Assistance (FMA) programs

Local mitigation plans are the jurisdiction's commitment to reduce risks from natural hazards and guide decision makers as they commit resources to reduce the damage from natural hazards. Hazard mitigation planning and actions are continuous year-round efforts.

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### Pre-Disaster Mitigation (PDM)

The Pre-Disaster Mitigation (PDM) grant program may provide financial assistance to local jurisdictions to develop and update plans or identify and mitigate pre-disaster conditions to reduce vulnerability.

PDM funding is provided through the National Pre-Disaster Mitigation Fund and is subject to Congressional appropriations. PDM projects are nationally competitive and opportunities to apply for grants are announced once a year by the Governor's Office of Emergency Services.

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### Hazard Mitigation Grant Program

Following a disaster, mitigation opportunities and financial assistance may be available through the Hazard Mitigation Grant Program (HMGP). The program funds projects that are cost-effective and which substantially reduce the risk of future damage, hardship, loss or suffering as a result of a natural disaster. The HMGP is funded for each disaster; total allocation is based upon a sliding scale of between 7.5 and 15 percent of the Federal Emergency Management Agency's (FEMA) estimate of all public infrastructure damages (not emergency work) and individual assistance costs in a particular disaster. As an incentive to encourage the development of local plans, DMA2000 permits local government to be eligible for up to a 20 percent share of the total damages estimated in the Public and Individual Assistance programs if they have an approved local hazard mitigation plan. HMGP awards are competitive among jurisdictions that are part of the disaster declaration.

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### Flood Mitigation Assistance Program (FMA)

FEMA's Flood Mitigation Assistance Program (FMA) provides funding to communities to reduce or eliminate the long-term risk of flood damage to buildings, manufactured homes and other structures insurable under the National Flood Insurance Program (NFIP). The program provides grants for mitigation planning, projects and technical assistance to reduce claims under the NFIP. A priority of the FMA Program is to fund flood mitigation activities that reduce the number of repetitive loss structures insured by the NFIP. Repetitive loss structures are those that have sustained two or more losses, each exceeding \$1000, within a ten year period. FEMA encourages communities to develop plans that address repetitive loss properties.

The federal contribution for an individual HMGP, PDM or FMA project can be up to 75 percent of the cost of the proposed project with applicants providing match funding through a combination of either state, local or private sources. Awards go to projects that best demonstrate the goals and objectives of local mitigation programs. HMGP funding may not be used to fund any mitigation project that is eligible under

Public Assistance or other federal programs, though it may be used to complement or enhance mitigation funded under Individual or Public Assistance.

## Implementation

Following each presidentially declared Emergency or Major Disaster, the Regional Director of the Federal Emergency Management Agency (FEMA) and the Governor execute a document called the Federal/State Agreement. This agreement includes appropriate provisions for hazard mitigation. Under the "typical paragraph" set out to serve this purpose, the State agrees to:

- Evaluate or have the applicant evaluate specific natural hazards in the disaster area and make appropriate recommendations to mitigate them.
- Follow up with applicants to ensure that the appropriate hazard mitigation actions are taken.
- Follow up with applicants to ensure that the appropriate hazard mitigation plan or plans are developed and submitted to the FEMA Regional Director for concurrence.
- Review and update as necessary disaster mitigation portions of emergency plans.

A hazard mitigation officer is appointed for the state and local applicant. These individuals will constitute the hazard mitigation survey team which will:

- Identify significant hazards in the affected areas, giving priority to disaster related hazards.
- Evaluate impacts of these hazards and recommend mitigation measures.

The hazard mitigation survey team uses information from Project Worksheets (PWs) and visits selected sites where significant damage has occurred. The state and local representatives on the hazard mitigation survey team are responsible for ensuring that there is adequate consultation among interested federal, state, and local parties.

The hazard mitigation survey team also prepares a hazard mitigation plan which is submitted to the FEMA Regional Director through the Governor's authorized representative within 180 days after a Presidential declaration. The plan:

- Recommends hazard mitigation measures for local, state, and federal agencies.
- Establishes short- and long-term planning frameworks for implementation of hazard mitigation efforts.

The State sets mitigation priorities and awards for HMGP grants. FEMA conducts the final eligibility review to ensure that all projects are compliant with Federal regulations. This includes the Federal law that requires States and communities to have FEMA-approved mitigation plans in place prior to receipt of HMGP project funds.

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## Responsibilities

Hazard mitigation measures include avoidance, reduction and land use regulations. Key responsibilities of local governments are to:

- **Participate** in the process of evaluating hazards and adoption of appropriate hazard mitigation measures, including land use and construction standards.

- **Appoint** a Local Hazard Mitigation Officer, if appropriate.
- **Participate** on Hazard Mitigation Survey Teams and Inter-agency Hazard Mitigation Teams, as appropriate.
- **Participate** in the development and implementation of section 409 plans or plan updates, as appropriate.
- **Coordinate and monitor** the implementation of local hazard mitigation measures.

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